

Elliot Erickson

WEB DEVELOPMENT, TRAINING, & PROJECT MANAGEMENT

PROFESSIONAL SKILLS

Training Program Management
Agile Development
Waterfall Development
Project Management
Change Management
Requirements Documentation

TECHNOLOGY SKILLS

JavaScript/React/Redux
Adobe XD
MongoDB, NodeJS
HTML, CSS, Bootstrap
WordPress, Drupal

PROFESSIONAL PROFILE

Experience in diverse industries focused on training and project management

Training & Leadership in Hospitality Management and Healthcare

- Record of successful Training program and project management implementation
- Experience in full project management cycle: Plan, Implement, Track, Improve
- Skilled at working in fast paced, high demand, highly visible environments

EXPERIENCE

Current Activities

Self-directed learning Web Development while working full-time at restaurant Michael Mina in Las Vegas

December 2021 – Current

- Utilizing FreeCodeCamp.com, Udemy.com, Books, and Google
- Focused on JavaScript, MERN Stack (MongoDB, Express.js, React, Node.js)
- Primarily Front-End Experience

Consulting Experience

Service and Training Freelance Consultant, Three Month Project

Boho Restaurant, San Francisco, CA

August 2020 – November 2020

- Reorganized staffing model to better align with customer service goals, supported a 20% increases in nightly guests while improving guest service quality
- Advised wine program reorganization to increase wine selections by 40%
- Created staff position training collateral for training new and existing staff
- Implemented staff training plan via nightly training during service

Management Consultant Senior Analyst

Accenture, Traveled throughout USA, Based in Chicago and San Francisco

July 2015 – October 2017

Training and Organization, Training Program Developer

Accenture Federal Services Client – Government Healthcare Provider

- Developed and delivered, with Senior Project Leadership, Computer Based Training (CBT) for Cerner Electronic Health Record Systems (EHR). We delivered over 150 individual CBT lessons tailored for multiple end-user roles
- Utilized Assima Training Suite (ATS) to develop CBTs creating software clones of training systems. HTML and CSS utilized
- Managed teams of contractors, three to five members, and oversaw their work quality during the waterfall development process
- Internal development trainer for team members across the partnership
- Managed Quality Management and Debug Cycles. Defined and implemented handoff procedure for delivery cycle

Elliot Erickson

WEB DEVELOPMENT, TRAINING, & PROJECT MANAGEMENT

PROFESSIONAL ORGANIZATIONS

American Health Insurance Plans
2015-2018

Court of Master Sommeliers,
Certified Sommelier

EDUCATION

University of Minnesota
Graduated 2005
BA Philosophy,
Business Management

Northwestern University
Independent Study, 2014
Philosophy

San Francisco City College
Independent Study, 2018-2019
Web Development

EXPERIENCE continued

Accenture continued....

Business Services Analyst, Project Management

Accenture LLP Client – Medicare/Medicaid Insurance Payer

- Developed, communicated, and delivered Business and Technical Requirements Documentation on Project Management Team for up to four simultaneous projects
- Ran weekly status calls for project, attended by relevant Senior Engineers, Directors, and Department VPs. Maintained project status and followed up on weekly action items

Relationship Manager – American Health Insurance Plans (AHIP)

- Served as business liaison between Accenture Healthcare and the nation's only Health Insurance policy advocacy and trade organization, AHIP
- Managed the \$500k contract to maximize Accenture's utilization of speaking engagements, white paper releases, and quarterly industry conferences
- Managed two internal contractors on the planning team. Planned research and speaking topics to be released through AHIP with Accenture industry experts and VP level professionals
- Communicated with Accenture and Health Payer Industry VP and C-Level professional, building relationships and partnerships

Restaurant Experience

Service Captain, Sommelier – Multiple Locations

Michael Mina, Las Vegas - *One Michelin Star*

Current

Michael Mina, San Francisco, CA - *One Michelin Star*

December 2019 – May 2020 (Laid-off due to COVID-19 closure)

Atelier Crenn, San Francisco, CA - *Three Michelin Stars*

January 2019 – December 2019

Quince, San Francisco, CA - *Three Michelin Stars*

September 2017 – January 2019

- Developed a performance improvement plan to achieve two Michelin stars at Michael Mina San Francisco
- Functioned as team trainer for new front-of-house employees at Atelier Crenn and Quince
- Created and implemented staff training programs and training collateral to increase knowledge and sales of luxury add-ons at Michael Mina, Atelier Crenn, and Quince.

Manager and Sommelier

Sixteen Restaurant, Chicago, IL, *Two Michelin Stars*

September 2011 – September 2013

- Managed staff of 20+ within six different job functions
- Reorganized staffing to increase service standards, decreased payroll hours by 10%
- Developed and implemented training plan to achieve quarterly, weekly, and daily improvement goals. The team earned two Michelin stars within two years
- Developed and implemented beverage knowledge and sales training program for three food and beverage outlets