

Elliot Erickson

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WEB DEVELOPMENT, TRAINING & PROJECT MANAGEMENT

PROFESSIONAL SKILLS

Training Program Management
Agile Development
Project Management
Team Collaboration
Remote Work
Requirements Documentation

TECHNOLOGY SKILLS

JavaScript, React, Redux
MongoDB, NodeJS
Bootstrap, React-Bootstrap,
Tailwind
Adobe XD, Figma
Trello, Jira, Excel
Linux

PROFESSIONAL PROFILE

Retraining into web-based software development while utilizing existing skills

- Self-directed learning and team-based project experience
- Experience in full project management cycle
- Skilled at working in fast-paced, high stress, highly visible environments

EXPERIENCE

Current Activities

Self-directed learning Web Development

While working full-time at restaurant Michael Mina in Las Vegas
November 2021 – Current

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

Chingu – Online Agile-based Web Development Community

September 2022 – Current

- Teams of four to six collaborate remotely for end-to-end development of a web application
- Agile development methodology utilized for six, week long, sprints
- Acted as team mentor for most recent cohort

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 Computer Based Training for Electronic Health Record Systems (EHR). Team delivered over 150 individual CBT lessons tailored for multiple end-user roles
- Assima Training Suite as development tool, HTML and CSS backbone
- Managed teams of contractors, three to five team members
- Internal development trainer for team members across the partnership
- Defined and implemented handoff procedure for delivery cycle

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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

- Delivered Business and Technical Requirements Documentation with Project Management Team for up to four simultaneous projects
- Ran weekly status calls, attended by Senior Engineers, Directors, and Department VPs. Maintained project status and 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

Fine-Dining 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 performance improvement plan to achieve two Michelin stars at Michael Mina San Francisco
- Team trainer for 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, 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