

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
HTML, CSS
Bootstrap, Tailwind
WordPress, Adobe XD

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
December 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 six collaborate remotely for end-to-end development of a web application
- Agile development methodology utilized for six weeklong sprints

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 (ATS) 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