September 28, 2019

Hello there,

As my resume indicates, I have decades of experience that I want to use to pivot into a position as a programmer.

From 2002 to 2005, serving as Senior Project Manager at FedexKinkos, I managed production workflow, including meeting constant deadlines; oversaw a team of 4-6 people; utilized various business application software; produced projects and documents as needed; document creation; anticipating customer needs; and communicating how we can meet those needs. Everyone needs things at the last minute there; that's why they're at FedexKinkos; so this was a relatively high-pressure environment.

From 2005 to 2010, at Continental Reporting Service, my position was as calendar/data entry clerk, scheduling court reporters and conference rooms nationwide for depositions via an Access database with Paradox. My responsibilities included heavy business-to-business and legal correspondence, a lot of time on the telephone, following a specific confirmation process to confirm depositions and details, and anticipating client needs.

Then in October 2010, I quit my day job and began working for myself. I opened up A Quo Co. in July 2009 and have been self-employed ever since, transcribing over 200,000 transcript pages in my career and working under all kinds of deadlines from hourly deadlines to 60 calendar-day deadlines. My business provides court transcription services.

I am a certified Microsoft Office Master, received in July 2018 through a program at the King County Library in Shoreline, as well as a notary public in the State of Washington and a Certified Electronic Reporter and Transcriber with AAERT. As a transcriber, I am approved in over 40 jurisdictions, including King County, and each one has its own unique set of formatting standards for the most part.

This work requires a lot of paperwork and forms to be filled out and documents provided in a certain fashion consistently, so the need to be accurate and follow the rules 100 percent of the time, every time, made me have to come up with a solution, which was to create an Access database from scratch, including a lot of Visual Basic coding, to manage my workflow and produce and format documents for me. This database does a lot of things automatically like generating various sales/financial reports, invoicing, managing my schedule, calculating deadlines, determining how much work is completable within certain deadlines, generates paperwork related to transcribing hearings such as a history of all generated documents & communication related to a job, generates shipping XMLs for DAZzle/Endicia, prints out the correct number of copies of each transcript, imports e-mails from Outlook into my database to tag with the correct job number so they show up in the history, and imports PayPal payments from my Outlook e-mail as well. It also generates the e-mails (with attachments) for transcript delivery and displays the correct website and process if filing the transcript is necessary.

Within each transcript, the database program automatically uses the correct template for that jurisdiction, all of which were created from scratch by me, generates headings & headers as well as TC and TA entries within the transcript body, word index, condensed versions of transcripts, and various required versions of the transcript such as a locked certified Word version, a certified PDF version, and an uncertified editable version so people can use the regular features of Word with it.

It automatically generates a Table of Authorities at the end and hyperlinks authority citations from a database table, to include all RCWs, CrRs, cases such as Knapstad or Miranda v. Arizona, and the like. The

table of authorities, table of contents, and word indexes are described in pictures on my website and in my company's Facebook photos (https://www.facebook.com/aquocotranscripts/photos/a.632650143497448/954680554627737/?type=3&theater) if you would like to look at them.

To enter new jobs into my database, I have a macro-enabled Excel worksheet to type the info into, which contains various form controls and comments to assist me in doing this as quickly as possible. I use a folder system on a special offline hard drive to manage files and generated documents. I am happy to share this database and accompanying spreadsheet if it is used only for the purpose of evaluating my ability to program.

I used MySQL for the back end of my database. I am very familiar with VBA from this experience. I have been teaching myself additional programming languages via freeCodeCamp and have acquired four of six certificates towards their umbrella full-stack programmer certificate. I have no direct job experience in programming or tech beyond what I've described here. I am available to work any hours. Here are some relevant links that show my programming knowledge:

- Github (VBA/python samples): https://github.com/evoingram/
- freeCodeCamp: https://www.freecodecamp.org/evoingram
- Hackerrank: http://hackerrank.com/evoingram.
- LinkedIn: https://www.linkedin.com/in/aquocotrans/
- VBA/Office Productivity Blog: https://transcription.aquoco.co/
- Company Website: https://www.aquoco.co/

I work hard, I produce results, and I know I would make lasting contributions in terms of efficiency, organization, and close attention to detail and believe I would be a great fit for Crowdstrike. Thank you for your consideration and have a great day.

Sincerely,

Erica L. Ingram