

# Erm A. Mercedes

## Software Engineer

New York, NY | [LinkedIn](#) | [GitHub](#)

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### PROFESSIONAL SUMMARY

Full-Stack Software Engineer with a strong background in Finance and Procure-to-Pay Systems. Possessing a data-driven and results-oriented approach to development, with a passion for responsive web design, accessibility, and user-friendliness. A master problem solver and eternal learner, with over 12 years of professional experience delivering robust, scalable, and high-quality solutions that meet business needs. Proficient in a range of programming languages and frameworks, and committed to staying up-to-date with the latest industry trends and best practices.

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### SKILLS

MongoDB, Express.js, React.js, Node.js, Vanilla JavaScript, HTML, CSS, Python, Django, PostgreSQL, GitHub, CLI, APIs

**Software:** Figma, Lucid chart, Visio, VS Code, Coupa, Postman, Atlas

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### RELEVANT EXPERIENCE

#### Software Engineering Immersive Fellow

**General Assembly Remote** | Nov 2022 - March 2023

Successfully completed 500+ hours of expert led instruction in MERN Stack development with hands on learning of Computer Science fundamentals, JavaScript, Python, and data modeling. Developed projects, including:

- **[Kandidate](#)**: A candidate tracking full-stack CRUD app built with React for recruiters and HR professionals looking to streamline their hiring process.
- **[CageWatch](#)**: An MMA fighter tracker full-stack CRUD app built with Express & Node, using MongoDB as the database. The app features JWT Token authentication and user-centric authorization.
- **[Passport](#)**: A travel companion full-stack CRUD app built with React, Node & Express, with MongoDB, featuring JWT Token authentication and user-centric authorization.

#### Financial Systems Administrator - Coupa

Success Academy Charter Schools **New York, NY** | Nov 2021 – Nov 2022

- Redesigned Procure-to-Pay homepage to be more efficient and user friendly, reducing the number of support tickets by 30%.
- Offered technical support for end-users and business partners via ticket support system, live trainings, and weekly office hours.
- Created custom supplier-onboarding web forms that reduced on-boarding time by 50%
- Launched a process documentation initiative that included process maps, SOPs and how-to videos.
- Performed general administration of procure-to-pay system – User records, approval logic, custom forms, integrations, automations & maintenance.

### **Financial Systems Administrator - FMS, DMSS, PASSPort**

New York City Commission on Human Rights | **New York, NY** | 2016 - 2021

- Built custom Payment Tracking System site for Budgeting, Procurement and Accounts Payable – Digitized agency's procurement process.
- Built Procurement Knowledgebase site with SOPs, process maps and training videos.
- Built custom Finance & Operations forms with MS InfoPath, improving documentation and turnaround time on purchase/payment requests.
- Built and monitored team KPI reports.

### **Procurement Coordinator - FMS, DMSS, PASSport**

New York City Department of Housing Preservation and Development | **New York, NY** 2015 – 2016

- Monitored procurement of agency goods and services, increasing pre-approved spend by 20%.
- Increased agency's supplier diversity by 40%, earning an A grade on Comptroller's [Making the Grade](#) report.
- Conducted agency-wide procurement trainings, driving agency policy adoption to 100%.
- Built process for supplier evaluation with custom scoring system.

### **System Implementation Consultant**

New York City Department of Records and Information Services | **New York, NY** | 2014 - 2015

- Implemented Records & Information Tracking Tool across 44 NYC mayoral agencies.
- Advised City agencies on the implementation and use of electronic records management and content management software.
- Provided NYC agencies with trainings on best practices for the storage, retention and disposal of sensitive information.

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## **EDUCATION**

### **Software Engineering Immersive Bootcamp**

General Assembly – Nov 2022 – March 2023

### **MPA - Finance**

CUNY - John Jay

### **BS - CRJ**

CUNY - John Jay