

Erica Thompson



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<https://github.com/Younique98>



<https://younique98.github.io/Ericas-Thompson-Portfolio-Page/>

ABOUT ME

Computers have been a part of my life since I was a little kid. I remember my grandmother bringing home a room full of computers that she had purchased from an old computer lab from a local school. This was back when computers ran on **MS-DOS** and you had to boot them with a floppy disk. I remember the many endless hours sitting on her living room floor with the manuals tinkering away when I was about 10.

It also sparked the salesperson in me when I started using that knowledge to fix other family member's computers to make spending money in middle school. I became certified at John A Logan College and my entry point into the tech world was repairing and troubleshooting the computers for local small businesses. I've been in the space for 6+ years, working at now Hype Media for 3 of them later as a DevOps Engineer for a non-profit.

EDUCATION

Full Stack Software Developer

2021

Nashville Software School, Nashville, TN

- Intensive full-time 6-month software development program
- Studies focused on Javascript, React, HTML, CSS, and Server-side fundamentals with Python and Django

Bachelor of Science in Computer Science

2020 - 2022

Western Governors University, Salt Lake City, UT

- Courses included IT Project Management, Data Management, IT applications, Cloud Foundations, and Emerging Technologies
- Studies focused on IT Foundations, logic, architecture and systems, data structures, AI, and Computer Theory

Associates of Science

2018 - 2019

Hopkinsville Community College, Hopkinsville KY

- Introduction to information systems, computer applications, program development, system maintenance, networking, security, Internet technologies, database design, and collaborative system development
- Programming- Software Development track to prepares students to design, develop, and maintain computer programs written in current and emerging programming languages.

PROFESSIONAL PROFILE

Dedicated Engineer with comprehensive systems administration and project management experience. Driven enthusiastic engineer with experience in web development and success in project management. Recognized for ability to perform and meet KPIs during Sprints. Strengths include network architecture. Specializations in Salesforce, web development, and ITIL service Operations within an Agile environment.

INFORMATION TECHNOLOGY COMPETENCIES

Systems: Windows PC, Mac OS X Server, and iOS

Databases: Relational Databases

Languages:

React, JavaScript, CSS

Software:

Salesforce/Amazon S3/Jira

CERTIFICATIONS

- Fonteva Platform Power User
- Fonteva Events Power User
- G Suite Administration
- Fonteva Database Specialist
- AWS Public Sector Summit Course Completion
- CompTIA Project+
- Salesforce Lightning Trailhead Academy

PROFESSIONAL EXPERIENCE

Project Desk Manager & DevOps Engineer

2019 - 2020

Online Learning Consortium – Boston, MA

- Ensure the stable operation of computer hardware, software systems, and network infrastructure, including servers, and VOIP telephony. Oversaw integration of Salesforce oversaw a team of 3 while reporting directly to the director. Install, deploy, support, and maintain all virtual desktop infrastructure (VDI) and virtual application environments.
- Monitor all systems and traffic to ensure maximum availability, performance, and response rates.
- Diagnose and provide root cause analysis for deliverability issues, application, hardware, network, and O/S issues.

- Coordinated the design, implementation, operation, and maintenance of email systems, cases, networks, and cloud space for corporate systems.
- Perform in-depth analysis and detailed reporting on VDI capacity planning, SLA performance, operating system, and major application software patch assessment and security vulnerability analysis.
- Review and update service policies and procedures to safeguard critical systems, information, and data.
- Create and maintain high-quality documentation of all relevant specifications, systems, and procedures.
- Assist in the development of processes to maintain business continuity and recovery standards

Web Developer & Digital Marketer

2013 - 2019

Hype Media – Brentwood, TN

Completed performance trend analysis and managed server/network capacity. Designed, Developed, and Presented full websites using JavaScript, & CSS.

- Managed network architecture, databases, email and file servers, security, analytics tracking, social media accounts, digital marketing, and hosting and increased upsell by 35%, \$24,000/year.
- Project Management of key marketing and cross-functional projects while utilizing the marketing dashboards/scorecards for the marketing organization.

PROJECTS

Personal Website: <https://younique98.github.io/Ericas-Thompson-Portfolio-Page/>

The Magical Witch

- Developed an application using ERD and Project Wireframe that allowed users to easily create and save Horoscope readings.
- Integrated API library for users to effortlessly capture their notes and Tarot readings.
- Incorporated persistent data storage to archive user's thoughts.
- Utilized: React, CSS, JavaScript, HTML, API, JSON, Cloudinary

Gauntlets of Adventure

- A new product offering users the ability to organize daily tasks, events, news articles, friends, and chat messages.
- The database was built for gathering the user's tasks and chat messages.
- Integrated persistent data storage to systematized the user's written articles and tasks.
- Utilized: BootStrap, React, JavaScript, JSON-server

GlassDale PD Department

- Developed using React and Javascript that allows users to easily create and save Horoscope readings.
- Integrated API library effortlessly store or utilize the captured notes and Tarot readings.
- Incorporated persistent data storage to archive user's thoughts.
- Utilized: JavaScript, CSS, HTML, JSON

Holiday Road Trip

- Teammates contracted by Manufactured National Parks Services to build an application that would allow people to build itineraries for their trips to the beautiful national parks that they maintain.
- Utilized Sprint Scrum Framework in agile development.
- All National Parks, Eateries, and Attractions were listed and the user was able to save on one itinerary in an organized manner.
- Utilized: CSS, JavaScript, HTML, National Park Service API, Weather API, JSON