Eric Zavala
Software Developer

Contact

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Address
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Website
https://ejzavala.github.io/portfolio

Education

2018
BS Software Engineering
Mississippi State University
GPA: 3.72

2016
AA Engineering
Itawamba Community College
GPA: 3.86

Skills

- Full Stack Web Development
- Git / Github
- Python, JavaScript
- SQL
- REST APIs
- HTML / CSS
- MS Office Suite
- Testing ; Unit, Integration, E2E
- Travis CI
- Bilingual

Experience

2021-Present
Ashley Furniture Industries | Saltillo, MS
Desktop Support Analyst

- Assisted with expansion projects in the Verona and Saltillo, MS facilities by installing RFID printers, scanners, antennas, and sensors on 3 new mattress production lines, which increased productivity by 60%.
- Completed work tasks as assigned by priority using ServiceNow and maintained on time completion of tasks above 95%.
- Collaborated with third party vendors such as Zebra, Lexmark, Microsoft, and HP to maintain, troubleshoot, and repair equipment as needed.
- Daily work included assisting employees with password or account recovery, installation of hardware such as monitors, desktops, printers, cameras, ethernet cables, docking stations, and televisions.

2023
RenewMDUSA.com | Tupelo, MS
Web Designer

- Designed a comprehensive website for a holistic medicine business using WIX and custom JavaScript code.
- Incorporated features such as scheduling, which increased bookings by 25% and enhanced user experience with enticing design and marketing information.
- Maintained relationship with stakeholders through constant communication. timely response, and complete satisfaction, leading to a partnership renewal.

2020
Personal Portfolio Website | Fulton, MS
Web Developer

- Developed a comprehensive website to showcase all professional and personal projects using HTML5, CSS3, and JavaScript, with a focus on responsive design, intuitive design,
- Created a centralized portfolio for potential clients and employers with detailed descriptions and interactive demos.
- Collaborated with online communities and clients on platforms suck as Slack and Discord to enrich my portfolio and increase client satisfaction by 20%.
- Gained intermediate experience with Git and GItHub, utilizing branching, merging, and conflict resolution in a collaborative development environment across multiple projects. Utilized version control to streamline the development process.

2019
Liberty Tire | Saltillo, MS
IT Support / Administration

- Provided technical hardware and software support for the tri-state region, managing over 300 tickets within the year and achieving 90% satisfaction rate among customers.
- Documented and organized files, inventory, and payments using MS Office suite and proprietary payment processing system.

2017 - 2018
USDA | Mississippi State University
Senior Project Developer and Liaison

- Collaborated with the USDA and Wadsworth Control Systems on a crop yield improvement project, contributing a foundation for a software application.
- Created and maintained a Git repository for version control, managing code from a team of 6 developers, ensuring smooth collaboration and timely releases.
- Enhanced a legacy application basis by implementing an inventory API, an SQL database, and other open-source APIs using Python and Google web services which enabled real-time tracking and management of agricultural data.