

ERIC AN

Email: erican@me.com Website: eric-an.github.io

TECHNICAL SKILLS

Languages	Ruby, Javascript, HTML5, CSS3
Frameworks /Libraries	Ruby on Rails, jQuery, AngularJS, AJAX, JSON, Bootstrap
Concepts	MVC architecture, RESTful protocol, CRUD resources, automatic unit and functional testing, user authentication and authorization, secure payment system, performance caching
Software/Services	Git, GitHub, Heroku, CLI

VOCATIONAL SKILLS

CareerFoundry – Full Stack Web Development

PROFESSIONAL EXPERIENCE

Postal Annex *Irvine, CA*

June 2008 – September 2014

CO-OWNER/OPERATIONS MANAGER

- Drafted a comprehensive employee hiring and training manual that reduced the training period from 3 months to 1 month
- Added new mailbox services to consistently achieve 98% occupancy on 400+ mailboxes for five years
- Controlled an inventory with over 150 different products and introduced 70 new product offerings
- Innovated product offerings to increase postal customers by 5%, year over year
- Implemented new methods for package labeling, packing, and logging for outbound and inbound shipments, reducing damage and label error claims from 5-6 claims to 0-1 claims/mo.
- Cashiering experience with point-of-sale software, averaging over 60 transactions/day
- Dealt with customer service issues and claims processing for untrackable/lost/damaged packages
- Created and designed presentation boards, brochures, folders, and flyer handouts for customers

NOTARY PUBLIC

- Prevented document fraud by witnessing the signing and verification of the person's identity
- Maintained a meticulous and secure journal, averaging 10 notarial acts a day
- Administered oaths and affirmations, authenticating the person's understanding of the notary act

VOLUNTEER EXPERIENCE

California State University, Fullerton - Army R.O.T.C. *Fullerton, CA*

August 2014 – May 2015

CADET TEAM LEADER

- Trained, supervised, and motivated 3-4 team members in classroom material and execution drills
- Effectively and efficiently communicated and delegated important program and training information
- Counseled team members about performance, expectations, and goals
- Applied critical thinking skills in leading, executing, and guiding high-pressured mock field operations
- Kept accountability and provided guidance for team members during high-pressure training exercises
- Routinely evaluated on presentation and information dissemination skills

EDUCATION

University of California, San Diego June 2009
Bachelor's Degree in Economics

California State University, Fullerton
Master of Public Administration (*in progress*)
Expected Graduation: May 2017