

# ERIC AN

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## TECHNICAL SKILLS

<b>Languages</b>	Ruby, HTML5, CSS3, Javascript, SQL
<b>Frameworks /Libraries</b>	Ruby on Rails, Sinatra, ActiveRecord, jQuery, AngularJS, AJAX, JSON, Bootstrap
<b>Concepts</b>	Object Oriented Programming, procedural Ruby, MVC architecture, RESTful protocol, CRUD resources, Object Relational Mapping (ORM), Test Driven Development (TDD), responsive layouts
<b>Software/Services</b>	Git, GitHub, Heroku, CLI

## VOCATIONAL SKILLS

**Flatiron School: Learn Verified** program – Full Stack Web Development  
*December 2015 – current*

**CareerFoundry** program – Full Stack Web Development  
*September – December 2015*

## 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
- 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
- Maintained a meticulous journal and administered oaths as a Notary Public, averaging 10 notarial acts a day

## VOLUNTEER EXPERIENCE

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

August 2014 – August 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