Eric An
(Dong Gun)

Software Developer | Cybersecurity

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EDUCATION

University of Illinois at Urbana-Champaign   August 2017- May 2020
Bachelors of Science in Computer Science and Chemistry   *Champaign, IL*

William Rainey Harper College   August 2015- May 2017
Associates of Engineering in Engineering, Chemical Sciences   *Palatine, IL*

EXPERIENCE

Accenture   September 2020 - Present
Technology Development Analyst - Cybersecurity Tools   *Chicago, IL*

- Specialized in ForgeRock Identity and Access Management software providing secure user authentication into client applications
- Streamlined QA and monitoring through tools such as Jenkins and Dynatrace to ensure the integrity of infrastructures and softwares
- Lead a team of certified 24/7 off-shore support to provide clients with uninturrupted service and quality incident response

Facebook   April 2020 - July 2020
UI/UX Intern   *Menlo Park, CA*

- Collaborated with Facebook's New Product Experimentation Team on prototyping the initial stages of an undisclosed application
- Conducted root cause analysis on bugs and provided solutions to improve the product before beta release
- Launched a public survey to promote the application and collect extensive feedback to be reviewed for further development

UIUC Engineering IT   September 2019 - April 2020
IT Consultant   *Champaign, IL*

- Installed and maintained hardware and software with full regression testing to provide engineers with an adequate asset
- Provided service to OS troubleshooting requests from clients ranging from Windows, MacOS and Linux
- Managed communication across the IT team through organzing support tickets to provide quick service and transfer knowledge

Accenture   June 2019 - August 2019
Web Tools Developer - Information Security   *Chicago, IL*

- Developed HTML and CSS based staging sites with the graphic designers to be used as a template for production development
- Initialized AWS S3 bucket to be used as a cloud storage solution for testing and development environment
- Implemented an updating data table that corresponded with updates from mass data the internal security operations center provided

Connections   June 2018 - August 2018
Application Developer - Data Sciences   *Chicago, IL*

- Compiled data and created indexed databases to store, optimize, and query necessary data efficiently
- Utilized PowerBI to provide clients with easy-to-analyze data visualization to help understand the current state of their business
- Performed cohort analysis with the client to boost customer engagement on websites and applications

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ACTIVITIES

MenuLikes - Start Up   Januaary 2019 - May 2020
Founding Developer   *Champaign, IL*

Dr. Boppart Molecular Muscle Physiology Laboratory - UIUC   January 2019 - May 2019
Head Web Developer / Teaching assistant   *Champaign, IL*

XYZ Domain   August 2018
Annual Web Developer Competition Winner   *Chicago, IL*

SKILLS

Programming
C++, C, Java, Python, Swift, C#/.NET

Web/ Application Development
HTML, JavaScript, ReactJS, CSS, PHP, Postman APIs

Data Analytics
Excel, PowerBI, Tableau, SQL, MySQL, Splunk

Media Production
Adobe Photoshop, Adobe Premiere, Final Cut Pro, Logic Pro

Security Tools
ForgeRock, Okta, SailPoint, Dynatrace, Grafana, Prometheus

Other (QA, Systems, PM)
Jenkins, Selenium, Linux Red Hat, Azure, Agile (Jira, DevOps)