

Erick A. Carias

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WORK EXPERIENCE

PowerSchool

Folsom California

Technical Support Engineer

September 2021 – Present

- **Provided application support relating to software functionality**, incident resolution and system configuration, through various mediums, including case escalation, phone, email and chat.
- **Coordinated with multiple cross functional teams** including engineering and operations to explain software errors or recommend changes to software based on customer feedback and software examination using JIRA.
- **Actively updated on all product knowledge** and required technical skills such as Cloud based technologies and relational databases.
- **Achieved a 96% overall customer support** rating as part of an expert team providing professional, courteous and timely communication during all levels of interaction.

Accedeo Inc.

Rocklin California

Software Developer

2020-2021

- **Developed software in a scrum environment** for an ecommerce bidding platform which included weekly sprints, standup meetings and refactoring of the codebase using C# and the .NET Core framework.
- **Engineered an API** that handles requests using the Repository design pattern that was adopted by the engineering team using entity framework.
- **Presented various reports** which included data such as User Cases, User Interface Specifications, and Problem Statements to effectively communicate key ideas and important aspects of the product.

PROJECT EXPERIENCE

- **CCWRO Website** – Improved user experience by developing a front-end architecture using React and Material UI. Implemented an Express JS back-end API to access documents stores in a Firebase NoSQL Database. This team effort outlined the importance of the software development lifecycle and core scrum principles.
- **Smart Brain Web Application** – Developed a web application to access Clarify API and provide data on user uploaded photographs. Implemented an Express JS backend with multiple endpoint to route various data into an SQL Database. Stored User data into an SQL Database using PostgreSQL. Developing this application reinforced my understanding of accessing public API's and developing relational databases.
- **Facial Emotional Recognition** – Developed a machine learning algorithm to classify human emotions through a webcam using Python and TensorFlow. Data preprocessing was implemented using NumPy and Pandas frameworks. The model was trained on the CK+ dataset and outputted results with 85% accuracy. This project was a great insight on data processing and Machine learning principles.

EDUCATION

California State University of Sacramento

Sacramento

B.S. Computer Science

- Mesa Engineering Program, SHPE, Rocket Propulsion Club

SKILLS & INTERESTS

Technologies: JavaScript, C#, Python, SQL, React js, Node js, Android UI, Tensor flow, HTML/CSS

Language: Conversational Spanish

Interests: DJ/Music Composure, Programming, Writing, Snowboarding