Eric Miller

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ericmail.github.io/resume

SKILLS

- Web Development: Javascript, Ruby on Rails, HTML5, CSS3, SQL.
- Object-oriented Programming: Java, Ruby.
- Mathematical Ability: Computational Analysis, Statistics.
- Languages / Tools: Git Version Control, Linux, Vim, Matlab, RSpec, Jest.

WORK EXPERIENCE

CaptionCall   Feb. 2013 – Present
Captioning Agent   Meridian, ID

- Operate telecommunications software and submit bug reports to pinpoint common errors for IT.
- Render verbatim transcriptions of phone conversations in real time for individuals who are hard of hearing.
- Develop and share personal captioning techniques with supervisors to improve team performance.
- Maintained one of the top 10 highest call accuracy scores company-wide (3,000+ Agents) over a quarter.

Private Math Tutor   Sept. 2018 – Sept. 2019
Tutor   Treasure Valley, ID

- Improved students' comprehension of concepts ranging from arithmetic to calculus and differential equations.
- Prepared quizzes and lesson plans that identified and corrected errors in mathematical reasoning.
- Collaborated with students' parents to accommodate unique learning styles and behavioral needs.
- Raised student math scores by as much as 3 letter grades.

Ross Dress For Less   Apr. 2010 – Feb. 2013
Sales Associate   Boise, ID

- Operated cash register and assisted customers on the sales floor.
- Unloaded, processed, and placed merchandise at a rate that consistently exceeded store expectations.

Gandolfo's Delicatessen   Apr. 2010 – Apr. 2012
Shift Leader   Meridian, ID

- Managed and trained employees each day, ensuring timely completion of daily task list.
- Completed daily cash audit spreadsheet and balanced tills.
- Provided efficient and friendly customer service in a fast-paced environment.

EDUCATION

BS in Applied Mathematics, Minor in Computer Science
Boise State University

<div align="right">Dec. 2016
Boise, ID</div>

- *Cum Laude*; 3.7 GPA .
- Dean's List with Highest Honors for 4 semesters.