# Eric Miller

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## Skills

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| **Web Development:** | Javascript, Ruby on Rails, HTML5, CSS3. |
| **Object-oriented Programming:** | Java, Ruby. |
| **Other Languages / Tools:** | Git, SQL, Vim, Linux, VSCode, Matlab. |
| **Mathematical Ability:** | Computational Analysis, Statistics, Strong problem-solving skills. |

## Education

**Boise State University** — *Boise, ID*
BS in Applied Mathematics – Minor in Computer Science — *Jan 2013 – Dec 2016*
GPA: 3.7

## Projects / Coursework

**Senior Thesis – Incomplete LU Factorization** — *Matlab*
Completed semester-long research project on conditioning large, sparse matrices via incomplete LU factorization – a numerical method used to increase efficiency in approximating large systems of equations.

**Research Project – Traveling Salesman Problem** — *Matlab*
Researched and implemented a 'simulated annealing' solver for the Traveling Salesman Problem – a combinatorial optimization problem in which the shortest route through every node of a large, undirected weighted graph is approximated.

**Computer Science Coursework**
Object-oriented programming, data structures, design/analysis of algorithms, web development, theory of computation, information retrieval, systems programming.

## Work Experience

**CaptionCall** — *Meridian, ID*
Communications Agent — *Feb 2013 – Present*
- Operate telecommunications software and submit bug reports with error codes and details of the unexpected behavior.
- Render verbatim transcriptions of telephone conversations in real time for individuals who are hard of hearing.
- Provide management with constructive feedback regarding ways to improve software and captioning quality.
- Maintained one of the top 10 highest average call accuracy scores company-wide (more than 3,000 Agents) over the period of a quarter.

**Private Math Tutor** — *Treasure Valley, ID*
Tutor — *Sept 2018 – Sept 2019*
- Improved students' comprehension of concepts ranging from arithmetic to calculus and differential equations.
- Prepared individual-specific quizzes and lesson plans that identified and corrected errors in mathematical reasoning.
- Collaborated with parents on ways to cater to a variety of learning styles and behavioral needs.
- Raised student math scores by as much as 3 letter grades.

**Gandolfo's Delicatessen** — *Meridian, ID*
Shift Leader — *Apr 2010 – Apr 2012*
- Managed and trained employees.
- Completed daily cash audit spreadsheet and balanced tills.
- Provided efficient and friendly customer service in a fast-paced environment.

## Achievements

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| 2016 | Graduated cum laude. |
| 2014 | Made Dean's List with Highest Honors for 4 semesters. |