

Eric Miller

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Skills

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

BS in Applied Mathematics – Minor in Computer Science
GPA: 3.7

Boise, ID

Jan 2013 – Dec 2016

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. |