

PHIL ERNST

SOFTWARE ENGINEER

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EDUCATION

B.S.

Major: Computer Science
James Madison University

M.B.A.

Concentration: Info. Security
James Madison University

CERTIFICATION

Certified Information Systems
Security Professional (CISSP)

ID Number: 552898

PROFESSIONAL EXPERIENCE

Front End/Full Stack Engineer (CUED-In Inc.) www.cuedin.us, 2020 – present

Build job posting web app using **React**, **Node** for startup

- Design, code onboarding and job posting features with **TypeScript**
- Rewrote app using Tailwind UI (**JavaScript**, **HTML**, **CSS**) resulting in 50% interaction increase
- Utilize **GitHub** repository for code reviews

Software Engineer (James Madison University), 2015 – present

Support enterprise-wide Oracle ERP and Cherwell ITSM software

- Design, code integration using **SQR**, **SQL**, **shell scripts** for 100 data points on 3k employees
- Code deep-link solution using **Perl**, **API** generating 10k tickets per year
- Create self-service time tracking feature using **Java**-like language (PeopleCode) saving 500 hours per year
- Configure ticketing software for 130k customers and 500 technicians to manage 100 tickets per day

Web Developer (James Madison University), 2012 – 2015

Built websites using Cascade CMS

- Created internal tool to enhance functionality using **Perl**, **web services**
- Collaborated with students/employees using **HTML**, **CSS**, **JavaScript**, **Velocity** to build 10+ websites per year

LEADERSHIP EXPERIENCE

Backup Application manager, 2020 – Present

- Triage tickets through clear communication with customers and internal team while the HR application manager is offline

Backup Resource manager, 2019 – Present

- Assign work to developers and assist junior developers while the resource manager is offline