

Select Professional Achievements:

- CODE Louisville and KCTC Nursing Department
Discovered a dire need to create an afterhours lab extension that enabled students to receive help, ask questions, work on projects, kept their mindset in the workflow, and maintained the momentum needed to complete assignments.
> **Took ownership of creating the afterhours lab extension which provide students with guidance, workshops and lab environment needed to resolve issues and accomplish goal.**
- RockIT Women
Online platform "Event Combo" needed customization to enable organization. to use it effectively.
> **Took ownership of creating special features by inserting custom CSS and JS (Dynamic content) in the refund policy area. This initiative fulfilled the organization's needs that didn't exist in the "Event Combo" platform.**
- Ops Plus
A unified system in the gas construction department was needed to improve communication with plumbers, construction crew, and customers.
> **Took ownership of developing a daily log database in Microsoft Access and SQL software. In under a week, the department was able to use the fully functional database to communicate with internal and external partners.**

Qualifications:

- 10+ years' experience working with Information Technology including computers, operating systems, hardware, software, business applications, audiovisual equipment, file-sharing systems, servers, networks, and unified communications.
- 10+ years' experience interpreting information, analyzing data, and thinking in a logical and deliberative manner.
- 10+ years' experience working with customers who have varying technical knowledge and skills in a friendly, professional manner.
- 10+ years' experience utilizing email, phone, instant messaging, and conferencing tools to communicate with customers.
- 10+ years' experience committing, collaborating, and developing effective relationships with people from diverse backgrounds.
- 10+ years' experience working in Information Technology, customer service and support in a professional capacity. Previous employment at Kentucky Community and Technical College (KCTC).
- 10+ years' experience providing customer service, and proprietary CRM's.
- Associate degree in Computer Information Technology (CIT) Programming Track.
- Completion of CompTIA A+ training January 2024
- 2+ years' experience working with Educational and AV Technology at KCTC as a student, employee, and board member in a professional capacity.
- 2+ years' experience instructional and mentorship for students and staff at KCTC, and Louisville Gas and Electric staff and Louisville senior residents.

Work Experience:

Masterson Staffing, Minneapolis, MN

01/2024 – 04/2024

Data Recognition Corp/Tech Support Specialist

Served as a first point of contact for clients. Responsible for providing high level customer service by delivering instruction and resolving issues related to test administration/set up, reports, Client specific testing policy, permissions and basic application navigation using WIDA software. Managed unresolved cases and maintained performance levels as measured against daily metrics: client hold time, call lengths, call volumes, call quality and overall customer satisfaction.

• Software Development:

- HTML
- CSS Grid
- Flexbox
- JavaScript
 - * JavaScript Object Notation (JSON)
- Bootstrap Framework
- React.js (currently learning)
- Amazon Web Services
 - * S3
 - * EC2
 - * Route 53
 - * Relational Database Service (RDS)
 - * Private/Public Access Keys
 - * Microsoft Access Database
 - * Microsoft Suite
 - * Office 365

Administration/Domain

- SQL Server Migration Assistant (SSMA)

• Software Tool Development:

- Nursing Eval Tool (NET) Proprietary
- GIT
- VS Code

• Software Capabilities:

- Command Line Interfaces
- Recovery and Reinstalling of Operating Systems (Windows/MAC)
- Resolving Repository Conflicts
- Front-End Customization
- Back-End Servers
- Process Improvements
- Database Software Integrations
- User Experience and Integration

Hardware/Equipment:

- DIY Tablets, Smartphones, Laptops
- Network Printer Configurations
- Computer Refurbishment and Distribution
- DIY Personal Projects

Professional Attributes:

- Excellent Human Relation Skills
- Customer/IT Team Liaison
- Natural Investigator
- Consummate Trainer/Mentor

Education:

01/2024 to Present

CompTIA

Certification

A+ Core 1 and 2

2024

Data Recognition Corporation

U of WI- Madison/WIDA

-Certification

2022 Optum HealthCare

Public Behavioral Health System

2018 - 2020

Kentucky Community and Technical

College (KCTC)

- AAS (CIT-Programming Track)

2015 - 2019

Code Louisville

- Certificate

Front End/Back End Development

- Certificate

A+ Prep I Net+ Prep I Computer Tech

"Errin has been in several of my programming classes and has done very well in all my classes. She has developed excellent problem-solving skills and has become a model programmer. Errin's computer proficiency includes a knowledge of SQL, JavaScript, Java, C++, C#, and Visual Basic. She is also very knowledgably with the Office Suite.

Errin works well without supervision. She is a fast learner and has developed excellent communication skills.

She also took part in an independent study course in which she designed a database application for faculty and students to log clinical in the Nursing Program. This project has required Errin to utilize many of the concepts that she has learned from her programming classes as well as from the database management class that she took from me. Her work is very impressive. She has volunteered to continue further development of this database to make it a very useable tool for the nursing program.

Errin is also serving as the student rep. on the Computer & Information Technologies Advisory Board. In this role, Errin has provided the Computer & Information Technologies program with valuable feedback on the program and has interacted very well with the employer representatives that are on this committee."

Robert Riedling, Professor of CIT Program
Jefferson Community & Technical College
Louisville, Kentucky

Optum | United HealthCare, Plymouth MN

09/2022-10/2023

Claims Auditor/Processor

Responsible for accurately processing healthcare claims while ensuring compliance with industry regulations and company standards. Audited claim documents, verified eligibility, and resolved discrepancies. Approved or denied payments. Applied proficient coding, and data entry skills. Communicated and effectively interacted with team members. Managed multiple tasks in a fast-paced environment. Maintained a high level of accuracy and integrity in claim processing.

RockITWomen, Louisville, KY

07/2019 – Current

Front-End Developer

Attended a "Women in Technology" conference and discovered an opportunity to be involved. Started out as a research volunteer and then brought on as a staff member which led to the Front-End Developer position. Created online venue for the organization using "Event Combo" platform coupled with career, and other online projects. Currently working on another developer phase in "Square Space" hosting platform.

Code Louisville, Louisville, KY

08/2020 – 05/2022

FEWD Mentor

Educated students on front-end development. As a mentor, I focused on helping students learn critical soft skills. Students were encouraged to use wireframe in the planning process, coupled with, Mobile-first, CSS Grid, Flexbox layouts and JavaScript current trending techniques.

KCTC, Louisville, KY

01/2020 – 05/2020

CIT Lab Supervisor

Managed the activities of the CIT lab which included 15 – 20 students. Ultimately responsible for students successful learning experience.

Blanton House, Louisville, KY

01/2012 – 08/2014

Computer Basics Instructor

Provided 12 seniors basic computer training using Google Education. Students learned, iPad, keyboard, smartphone, firestick, internet, and email.

Tom Drexler Plumbing, Louisville, KY

05/2009 – 11/2011

Collections/Computer Technical Contractor

Hired on as a collections agent by staffing agency to bring company up to date on receivables dating back twelve months, updated QuickBooks, set up customer payment plans, and organized files. After three months, company bought my contract and was promoted to Computer Technician. Charged with setting up new software program (ESC) and converting parts and supplies data into new system.

Louisville Gas & Electric – Todays Staffing, Louisville, KY

01/2007 – 05/2009

Database Developer/Clerical/Administrative

Consulted with executive management and staff on the development of a user - friendly system for indexing and tracking files within the Rates and Regulation Department, developed the R&R File Directory database and trained users, and collaborated with IT to set up network for file directory including maintenance and backup.

Ops Plus, Crestwood, KY

02/2004 – 01/2007

Record Administrator

Dispatched gas construction jobs and disseminated technical data and specs for work crews, plumbers and individuals installing gas lines. Developed database.