Erce Phillips

Technical Consultant, Software Engineer

Work History

2024-09 - present

Technical Solutions Consultant

Zip, San Francisco, CA

- Customer Support specialist for business SaaS platform in the procurement space.
- Design and develop new customizations client systems leveraging Zip's in-house integration platform, API technologies and Python/Jinja logic.
- Collaborate across engineering, business and management departments both client-facing and internally across project life cycle.
- Deliver additional software demos and technical documentation as needed to train and inform stakeholders and client-side admin users.
- Act as a point of contact for technical support outreach during and after project development.

2022-05 - 2023-11

Technical Consultant

Zuora, Redwood City, CA

- Analyze client business needs and translate into clearly defined technical requirements supported by Zuora platform.
- Design, develop and integrate new customizations and improvements to client systems using HTML/CSS, Shopify Liquid, Salesforce APEX, Postman, SQL and JSONata tools.
- Collaborate across engineering, business and management departments both client-facing and internally across project life cycle.
- Deliver additional software demos and technical documentation as needed to train and inform stakeholders and client-side admin users.
- Act as a point of contact for technical support outreach during and after project development.

2022-01 - 2022-05

Jr. Software Engineer

TechMahindra, Fremont, CA

- Protocol test for various mobile devices to obtain certification on LTE/5G networks provided by major carriers in a hardware engineering lab setting.
- Utilize testing software and scripts to debug errors with various user equipment including routers, early-stage Android smartphones and tablets.

Education

2016-05 - 2020-05

Computer Science, Bachelor of Science

University of Florida, Gainesville, FL

- Experience with enhancing algorithms for 3D modeling and texture mapping software in C++ for senior project.
- Experience with game development using Unity/C# for computer programming course.
- Experience with C, VMs, shell scripting and Linux kernel for operating systems course.

Personal Info

Email
chk.evp@gmail.com

Phone
(510) 325-8492

Address
3123 Courtland Ave
Oakland, CA
94619

GitHub
https://github.com/ev-98/

LinkedIn
https://linkedin.com/in/erce-phillips/

Hard Skills

Python

HTML/CSS

JavaScript

MySQL, SOQL, SQLite

MongoDB, JSONata

Git, GitHub, GitLab

API Technologies

Soft Skills

IT Ticketing platforms

AI Agent Building

End-to-end project management

Technical/functional documentation

Live demo/presentation experience

Intermediate fluency in Spanish

Intermediate fluency in Japanese