Eric Davis   Product Support Engineer

W: www.mrericdavis.com | E: Eric.Davis.Career@gmail.com | T: (224) 440-0308 | A: Chicago, IL |

Executive Summary

- Software Developer specializing in front end and back end development.
- A Certified Scrum Master with experience in all stages of the development cycle.
- Considerable training and expertise in Ruby on Rails, C# Asp.Net, SQL, and Python.
- Developed elegant wireframes using the Balsamiq software.
- Facilitated a team of four developers to create an application for a fortune 500 company.
- An avid learner with over 80 certifications in agile, web development, and leadership.
- As a recent honor graduate of Actualize Boot Camp in Web Development, my academic credentials are reinforced by hands on programming gained while creating real-life applications for business owners.

Education & Certifications

- Actualize Software Boot camp | Full Stack Web Development   Sept 2017
- University of California | Learning how to Learn Certificate   Sept 2017
- College of Lake County | Prelaw   Aug 2016
- Honors: Maintained a 4.0 GPA from Actualize Boot camp and College of Lake County.
- Course Highlights: Web Design, Database Programming, JavaScript, Ruby on Rails.
- Consistently commended by customers and professors for outstanding programming abilities, hard work, dedication, great teamwork, and dexterity.

Highlights

- Ruby on Rails
- Users and Computers
- Quality Assurance
- UI/UX Mockup – WireFrames
- Database Modeling
- Agile Methodology
- RESTful conventions

- Git & Github
- Zendesk
- Complex Problem Solver
- Strong decision maker
- Team Viewer
- Excellent verbal communicator
- Avid Learner

- C# Asp.Net
- Kofax Kapow
- Excel
- WordPress
- Sql Server
- Python
- MS Word

Technologies

- **Languages:** Ruby on Rails, Asp.Net, Python, JavaScript, Angular, HTML, CSS & Jquery
- **Databases**: SQL Database Server, PostgreSQL
- **Office Tools**: MS Word, Excel, PowerPoint, and Outlook
- **Operating Systems**: Windows 10, Mac OS X
- **Wireframing Systems**: Balsamiq

Experience

Accenture | Application Support Specialist | Chicago, Illinois   July 2019 - Present

- Anticipate, identify, track and resolve issues and risks affecting an application
- Worked on a team of 3 people, in which I performed smoke and regression testing, as well as (CDR) Customer Data Repairs in SQL.
- My focus would remain on Application Programming, Requirements Development, Quality Assurance, Problem Solving & Critical Thinking, Application Remediation, and Risk management.
- Maintain and continually enhance client systems, including reporting and analysis capabilities, to meet changing business requirements.
- Make sure the application is active and operates per service commitments.
- Provide support when installing the application releases into the production environment.
- Work with stakeholders to gather and translate user/system requirements into support specifications.
- Create operational documentation for applications.

National Real Tax Tracking | Product Support Engineer | Chicago, Illinois   Jun 2018 – July 2019

- Support the NRTT staff by solving complex issues regarding the production of our team and our software.
- Assign tickets via the Zendesk platform to the appropriate person to guarantee the correct action is taken to resolve the issue at hand.
- Update software on remote access computers using the Team Viewer platform.
- Facilitate bi-weekly standup meetings for the IT department.
- Manipulate data in Sql Server to display the accurate information for our clients.
- Use administrative tools such as Users and Computers to not only assign employees to specific computers but also give current employees access to NRTT's network.
- Preform quality assurance to ensure our clients are receiving accurate information.
- Learned the Kofax Kapow software which enables me to build robots that scrape applications for data.
- Used the Angular Framework to establish code on the back end of our platform.

i.c.stars | Intern | Chicago, Illinois   Dec 2017 – Jun 2018

- Scrum Master for a cross-functional, and self-organized team of 4 developers. Learned to handle multiple personalities from multiple backgrounds.
- Facilitated the daily standup, sprint planning, and sprint review & retrospective meetings. Coached, mentored other scrum masters.
- Worked on team of 20, which consisted of Developers, Business Analyst, Scrum Masters, Product Owners, Engagement Managers and Testers
- Assisted the Product Owners in prioritizing business requirements to the scrum team, which provided transparency amongst team and stakeholders.
- Developed Excel spreadsheets as well as PowerPoint presentations.
- Learned C# Asp.Net to successfully develop a working application of the Stakeholders request.
- Developed wireframes using Balsamiq software upon Clients request.
- Connected application to SQL database as well as developing the data model for the application. Including writing user-stories for my team.

The Difference Engine | Independent Consultant | Chicago, Illinois   Aug 2017 – Dec 2017

- Worked on a small team of 8 developers using Ruby on Rails, Html, Css, JQuery, Javascript and SQL in which we provided technical solutions to nonprofit and mission-based organizations.
- Successfully implemented Scrum in the workplace. Waterfall wasn't quite working on the project we were assigned to complete.
- Implemented the Materialize library to make the application more appealing to the eye.
- Write and tested code in Ruby on Rails, demoed progress to team, deploy code using Heroku, and participated in team accountability sessions.
- Developed a web application for a Homeless shelter to simplify admitting residents.