

Erica Kinch

COMPUTER SCIENCE | DATA ANALYTICS | TECHNICAL OPERATIONS

Horseheads, NY | (607) 259-3791

ek.does.tech@gmail.com | [linkedin.com/in/erica-kinch](https://www.linkedin.com/in/erica-kinch) | github.com/ekdoestech

Technical Skills

Languages: SQL, Python, C++17, Java

Tools & Technologies: Git, GitHub, VS Code, Spring Boot, Maven, OWASP Dependency-Check, Excel, Google Sheets, Google Analytics, Lucidchart, Figma

Core Skills: Data Cleaning, Data Visualization, Object-Oriented Programming, SDLC, UML, Requirements Analysis, KPI Reporting, Root-Cause Analysis, Technical Troubleshooting

Experience

JULY 2026 - PRESENT

Extern, Remote - *Analytics & Database Design Extern*

- Analyze six Shopify, referral, and Meta campaign exports to answer product, revenue, checkout, and campaign-performance questions.
- Write and validate SQL queries, checking data grain, field definitions, and aggregate logic before interpreting results.
- Build a relational analytics database and translate findings into a Q4 Holiday Game Plan for the Breaking Games project.

JUNE 2025 - PRESENT

Verizon Wireless, Elmira, NY - *Technical Sales Representative*

Role and tenure continued through the August 2026 ownership transition from Verizon corporate.

- Deliver consultative technology solutions across smartphones, connected devices, home internet, accessories, and digital services.
- Analyze customer needs, account information, and AI-supported recommendation tools to identify relevant products, services, and account solutions.
- Manage customer relationships across discovery, quoting, upgrades, new accounts, follow-up, appointments, retention, and small-business outreach.
- Troubleshoot hardware, software, connectivity, applications, and account-related issues while translating technical information into practical customer solutions.
- Use individual and store-level performance metrics to identify opportunities, prioritize activities, and support revenue and customer experience goals.

- Maintain expertise across Verizon products, promotions, systems, and evolving wireless technologies within an authorized retail environment.

AUGUST 2014 - NOVEMBER 2024

Dick's Sporting Goods, Multiple Locations, NY – *Retail Store Manager*

- Directed multimillion-dollar store operations and P&L while leading a team of 45+ employees.
- Analyzed sales, labor, inventory, conversion, and customer-service metrics to adjust staffing and resource allocation.
- Used root-cause analysis to improve workflows, inventory accuracy, shrink performance, and customer service.

Selected Technical Projects

Artemis Financial Secure Software Refactoring | *Java, Spring Boot, Maven*

- Implemented a SHA-256 checksum endpoint and configured HTTPS/TLS with an X.509 certificate.
- Updated vulnerable dependencies and removed unused components, reducing the security scan from 15 vulnerable dependencies and 242 findings to no active vulnerable dependencies.

Corner Grocer Item Frequency Tracker | *C++17, OOP, STL*

- Built a modular C++ application that processes retail transaction data and generates item-frequency reports, text histograms, and inventory signals.
- Used `std::map`, file I/O, input validation, and data normalization to support case-insensitive searches and restocking insights.

Education

EXPECTED 2028

Southern New Hampshire University, Online – *Bachelor of Science in Computer Science*

Concentration: Data Analytics | **GPA:** 3.97 | President's List