Eric Steffan

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SKILLS

Python, Scripting, SQL, Scalability, AWS, TCP/IP, DNS, VPN, Windows, Active Directory, VMWare, Backup/Recovery, Provisioning

EDUCATION

LOYOLA MARYMOUNT UNIVERSITY   **Los Angeles, CA**
BBA Information Systems & Business Analytics   **May 2024**
PROMINENT COURSEWORK: CyberSecurity, Network & Cloud Computing, Management Database Systems

Projects

AWS ElastiCache Web Platform

- Architected a scalable, serverless web application leveraging AWS multi-service ecosystem
- Engineered advanced load balancing strategy using AWS Elastic Load Balancing, achieving 99.99% uptime
- Implemented serverless data architecture using DynamoDB and Lambda, creating real-time API integrations capable of handling 100+ simultaneous user requests with average response times under 200ms

DockerStream Media Server

- Deployed Plex Media Server using Docker, creating a containerized streaming solution that supported media playback across 5+ device types
- Resolved complex file permission challenges by strategically managing host and container configurations, eliminating streaming interruptions, and enhancing system reliability

Personal Website & Email Server: eric-steffan.com

- Configured and launched a private email server supporting custom domain addresses, enhancing communication capabilities and brand identity
- Diagnosed and resolved complex DNS configuration issues, particularly with MX records, ensuring 99.9% email deliverability rate
- Integrated SSL encryption via cPanel, strengthening website and email security, resulting in improved trust scores and user data protection

Experience

Haven - Marketing Data Analyst Intern   **Los Angeles, CA**
                                                                                                         December 2023 - May 2024

- Leveraged Google Analytics and Microsoft Clarity to analyze website performance metrics, identifying opportunities to enhance user engagement, resulting in a 15% increase in organic traffic and interaction
- Developed a comprehensive OKR framework that optimized marketing performance, driving 10% efficiency gains and generating a 5% increase in sales revenue

Loyola Marymount University - Distribution Worker   **Los Angeles, CA**
                                                                                                          January 2023 - May 2024

- Streamlined campus delivery routes by analyzing delivery data, achieving a 20% reduction in delivery times
- Designed and implemented a tracking system to process over 1,000 delivery records weekly, improving inventory accuracy and minimizing errors by 35%
- Implemented a robust error-checking protocol for the database, reducing data entry errors by 35% and ensuring more accurate tracking and reporting