

ERIK MAYES

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EDUCATION

University of Central Florida | B.S. Computer Science | GPA: 3.5

2024 – July 2026

Indian River State College | Associate of Arts | GPA: 3.5

2022 – 2023

SKILLS

Languages: Python, Java, JavaScript, C++, PHP, SQL, HTML/CSS

Frameworks & Standards: React, Node.js, Flask, TensorFlow, PyTorch, Scikit-Learn, REST APIs, Streamlit

Tools & Platforms: Linux, Git/GitHub, AWS, Digital Ocean, Postman, Docker, RAG, Wireshark, Jira

CURRENT PROJECTS

Battlespace Visualization and Interaction (BVI) User Assistant | Scrum Master

2026 – Current

Senior Design Project | Sponsors: Department of Defense, Dignitas, and Startbase

- Architected a secure, locally hosted Retrieval-Augmented Generation (RAG) AI assistant.
- Engineered an automated rules-based trigger system to monitor real-time telemetry.
- Reduced system friction of complex mission planning software for non-technical military personnel.
Technologies - LangChain, Ollama, ChromaDB, Streamlit, Psulit

Tabletop Docs | RAG Powered Board Game Documentation

2026

- Designed a RAG AI User assistant that clarifies specific rules associated to board game rulebooks
- Built a document ingestion pipeline with chunking, embedding, and vector-store retrieval.

Contact Manager Full Stack Web Application | Project Manager

2026

- Developed a full-stack contact management application, architecting RESTful API endpoints.
- Designed a normalized relational database schema with parameterized queries using MySQL.
Technologies - Linux, Apache, MySQL, PHP, Postman, RESTful API, Python, Javascript, CSS

EXPERIENCE

CVS Health

Retail Store Manager | Indialantic, FL

2018 – 2022

- Directed daily operations generating ~ \$2.6M in annual revenue, \$1M driven by front-store sales.
- Cultivated a high-performance culture, mentoring and successfully promoting 5 direct reports to Store Manager roles. Oversaw 100+ employees across multiple location.
- Paragon Award Winner (2018): Recognized for outstanding leadership by outperforming 14 district locations in customer service, operational excellence, and key performance indicators.

Store Manager In Training | Melbourne, FL

2016 – 2018

- Strengthened operational efficiency by cutting Dock-to-Stock time from 55 to 32 hours, also boosting sales and profit margins through strategic merchandising placement by 9% YoY.
- Spearheaded customer service improvements, driving customer satisfaction scores measured by 9+/10 ratings from ~ 74% to 88% end of year 2017.

Pharmacy Technician | Palm Bay, FL

2014 – 2016

- Managed pharmacy inventory control, including out-of-date processing and routine stock rotation.
- Ensured a team first approach as a cross-trained employee, being adaptable to store needs.

Shift Supervisor | Orlando, FL & Melbourne, FL & Palm Bay, FL

2012 – 2016

- Onboarded and trained new front-store associates on daily workflows, cash handling, and customer service standards, building a more capable and confident team.
- Quickly resolved escalated customer issues, turning negative experiences into positive outcomes.

Cashier | Seminole, FL

2009 – 2012