

Eric Fickes

Technical Creative

ericfickes@gmail.com

Summary

Technical Creative.

Enterprise, Internet, and Art software systems. Always entertaining freelance opportunities, in between hanging out with my kids or my skateboard.

Freelance Computer guy, Skateboarder, Father of two

Experience

Senior Software Engineer at Ridgehead Software

2013 - Present (1 year)

IBM IT Help Central and Offline Client.

Independent Contractor at EricFickes.com

January 2009 - Present (5 years 8 months)

- Internet solution architect
- Digital Artist (Processing, Data Visualizations, Code powered art)
- Backend programmer (ASP.NET, Coldfusion, PHP, WebORB, XML Services)
- Database programmer (MSSQL, MySQL)
- Frontend programmer (AIR, Flash, Flex, HTML5, Javascript)

Senior Software Engineer at Association Technology Solutions (ATS)

2010 - 2012 (2 years)

- ASI iMIS consulting
- C# and asp.net custom association software solutions
- iMIS custom software integrations and applications

Senior Software Engineer at Locus Technologies

2009 - 2010 (1 year)

- Development, administration and integration for all projects and clients

- Provide development expertise and direction
- Project and client interaction with all stakeholders
- Provide afterhours support for deployed solutions
- Documentation and QA of solutions and systems
- After-hours support to handle critical outages and perform scheduled production builds

Lead Technologist at Wiretree

November 2008 - January 2009 (3 months)

- Client side RIA programmer (Flex / Flash / AJAX / DHTML)
- Server side programmer (.NET, ColdFusion, Flash Remoting, WebORB.net, PHP, MSSQL, MySQL)
- Solutions Architect
- Project Lead
- Remain current on internet technologies and practices
- Empower client projects with our vision and experience

Senior Software Engineer at Beatport

October 2007 - November 2008 (1 year 2 months)

- Maintain and enhance beatport.com and beatsource.com ecommerce CMS system.
- UI Developer on the beatport.com product team, with occasional server side work.
- Work in the Agile software development process, with occasional extreme programming.
- Integrated Google Analytics into Flash based ecommerce site.
- Write unit tests using PHPUnit
- Write technical and test case documents
- Work as liason between Beatport and third party RealEyesMedia to developer Flex based store to replace Flash store

Senior Software Engineer at Visitar

August 2006 - October 2007 (1 year 3 months)

- Maintain and enhance custom plug-in for Microsoft Outlook which syncs with our CRM application using web services.
- Maintain and enhance ViaVisitar web based CRM application based on SugarCRM Open Source.
- Maintain and enhance ViaVisitar flash based call control widget with integration to Asterisk soft switch via web services.
- Telecommute from home office in Denver, CO

Senior Web Programmer at Wiretree

June 2003 - August 2006 (3 years 3 months)

- Develop, maintain, and deploy data driven web applications such as customer mini-sites, e-commerce stores, custom CMS systems, and intranet data management applications. With Customers ranging from the Makeup to Music Industry
- Develop and maintain music industry specific software (Music search engines, CWR, EDL, Cue Sheets, etc..)
- Architect and program databases such as MS SQL 2000, MS SQL 7, MS Access, and MySql
- Work with graphic designers to convert web site designs into working web based applications.
- Program Flash applications using ActionScript, Flash Remoting, Flash Comm Server, and XML Web Services.
- Database Administrator for internal applications as well as a handful of online customers.

Head of Programming at Skatepile.com

December 2002 - June 2003 (7 months)

- Maintain and enhance e-Commerce site www.skatepile.com
- Develop internal inventory, order, reporting, and content management systems
- Administer production database for e-Commerce and email service (MS SQL Server 2000)
- Manage a three person technical team in support of a 20 person office having five websites
- Implement new development cycle for technical team

- Application and database performance tuning
- Search Engine Optimization for a framed eCommerce website
- Act as a network administrator for a 20 person office
- Develop xml web services for UPS shipping rates and package tracking
- General webmaster duties including customer emails, and point-of-contact with UPS, site troubleshooting.

Head Internet Programmer at Vista IT Consulting

October 1999 - December 2002 (3 years 3 months)

- Head of all Internet development, research, and web-related projects
- Evaluate and implement various web technologies to match customer environment and requirements
- Develop web applications such as intranet portals, tasking & scheduling, content management, survey generators, reporting & documentation, log parsers, and DBA utilities
- Develop Cold Fusion custom tags for menus, calendars, utilities, and other project-related tasks
- Develop CFX tags (Cold Fusion Extensions) in C++ and Java
- Develop ASP COM objects using Visual Basic 6
- Develop XML web services for Cisco IP Phone 7960 using XML, Cisco's AXL, and SOAP
- Installed, configured, and maintained Cisco Call Manager 3.0
- Develop web integrations for enterprise customers to interface between corporate intranet, internal helpdesk systems, reporting applications, MS Exchange, and Remedy applications
- Enterprise customers included : Cingular Wireless, Siemens EA, Cox Communications, eTrade, BellSouth
- Develop Remedy applications using version 4, 4.5, 5, and out-of-the-box application customization
- Assist in customer requirements gathering for Internet-related projects
- Help alpha- and beta-test Remedy AR System 5
- Webmaster for intranet and internal trouble management application

Senior Remedy Consultant at Coca-Cola Enterprises

July 1999 - October 1999 (4 months)

- Develop Help Desk and Change Management application in Remedy 4.5 system
- Develop customized web interface for Remedy 4.5 system in ARWeb 3.0
- Lead knowledge transfer and system training for Coca Cola Remedy administrators
- Write technical documentation on all aspects of Remedy and web solutions for administrators and users

Managing Internet Engineer at Shadow Solutions

July 1997 - July 1999 (2 years 1 month)

- Manage 30 seat outsourced Internet help desk
- Develop Remedy 3.0 call tracking software and knowledgebase
- Develop web portal integration into Remedy system for ISP's to manage tickets, post news, and check billing
- Develop web integration into Remedy knowledgebase for technicians
- Serve as point-of-contact liaison between call center and ISP's
- Implement Internet training and mentor first-level technicians
- Head Internet technician, supporting all levels of Internet users (from home users to business users)
- Troubleshoot Internet issues ranging from dialup connectivity to streaming media
- Support Windows/Intel platforms, including Windows 3.1, 95, 98, NT 3 & 4, MAC OS 7, 8 & 9

Network Support Technician at State Farm

1997 - July 1997 (less than a year)

- Develop ticket tracking and reporting application in MS Access
- Program and run JCL policy reprints on IBM mainframe
- Internal Support Engineer : Maintain, upgrade and troubleshoot computers & networks

Facilities Engineering Assistant at UPS

May 1995 - July 1997 (2 years 3 months)

- # Design and maintain order and inventory management application in MS Access

Develop building signage (signs, labels, stickers) for Windward and Mahwah data centers # Facilities engineering administrative assistant

Manage the shipping & receiving, and mail department

Volunteer Experience

Ice Crew for Gwinnett Gladiators ECHL hockey team at Gwinnett Center

August 2003 - June 2007 (3 years 11 months)

- Ice crew before, during, and after ice hockey games
- Playing surface management
- Pre and Post game Zamboni driver
- Half time event coordinator

Honors and Awards

FWA Site of the day

FWA

November 2010

FWA Site of the day aware for endlessmural.com

<http://www.thefwa.com/site/the-endless-mural>

Best Innovative Single Idea

Cisco Systems

May 2002

- 2002 Cisco Systems – “Best Innovative Single Idea” @ Innovation Through Convergence Expo

Software solution using Remedy ARS System, Cisco Call Manager, Cisco 7960 IP Phone, and Microsoft's ASP and SQL Server.

Projects

SECRET CAPTURE

September 2013 to October 2013

Members:Eric Fickes, Jordan Gray

Building next generation facial detection web cam and avatar generation software for the October 3rd Codame.com event.

- <http://codame.com/post/62721476742/codame-featured-artist-eric-fickes-eric-codes>

- <https://plus.google.com/u/0/photos/107489332117211033149/albums/5927046224907218065>

OssBall

August 2013 to Present

Members:Eric Fickes

While studying under the direction of Joshua Davis, I am learning how to use and apply the Oscillator from the new HYPE Framework for PROCESSING.

see : <https://plus.google.com/u/0/photos/107489332117211033149/albums/5911127191653574385>

Emergent Collective Two

Members:Eric Fickes, jun, Scott Sheridan, Joseph Labrecque

- Digital artwork for band compilation Emergent Collective volume 2

- My band "The Compilers" recorded track #6 Giveth for this compilation

- Download Emergent Collective volume two @ <http://fracturedvisionmedia.com/FVM008/>

- Download GIVETH @ <https://soundcloud.com/ericfickes/giveth>

Certifications

MCP 2.0 -- Certified Professional

Microsoft License 3644780 January 2006

Languages

processing

(Full professional proficiency)

c#

(Full professional proficiency)

javascript

(Full professional proficiency)

sql

(Full professional proficiency)

html

(Full professional proficiency)

css	(Full professional proficiency)
java	(Full professional proficiency)
xojo	(Full professional proficiency)

Skills & Expertise

Programming
Skateboarding
Bass Guitar
Music Creation
User Interface Design
Music
Interaction Design
Art
Digital Art
User Experience
HTML 5
Web Design
Web Development
Creative Work
Lava
WordPress
Data Visualization
interactive development
Generative Art
Interactive Programming
User Interface
Jazz
Information Architecture
Flash
CSS
Front-end
MySQL
ActionScript
ColdFusion
XML
ASP.NET
Web Standards
XHTML
Mobile Applications
Microsoft SQL Server
Databases
Web Applications
CMS
User Experience Design
iOS development

Education

Anderson Ranch Arts Center

Continuing Education, Digital Communication and Media/Multimedia, 2010 - 2018

Activities and Societies: Digital and Photography Department, Woodworking Department

Georgia State University

Bachelor of Arts, Art/Art Studies, General, 1993 - 1995

Activities and Societies: Art and Business Management

Interests

internet technology, web software, art software, business software, generative art, interactive development, music creation, skateboarding, family, future

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[Contact Eric on LinkedIn](#)