Eric Entzel

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Summary of Qualifications

I have broad experience with all aspects of creating, testing and operating modern web applications & APIs. With my deep knowledge of AWS, HTTP, the JVM, and the Linux operating system, I specialize in building and taking production responsibility for robust, testable, high-performance API layers that enable continuous delivery of business value.

Professional History

September 2016-January 2018   **Remote**
MLB Advanced Media

Joined a small IT team responsible for supporting ticket sales across Major League Baseball. Maintained and improved codebases used by teams to manage ticket pricing, integrate with partners, and display tickets on mlb.com and team websites. Quickly learned the API supporting mobile ticket purchase and extended it with support for a second ticketing provider. Led the successful migration of all ticketing applications from the data center to AWS, including a new zero-downtime deployment process.

August 2013-August 2016   **Denver, CO**
FullContact, Inc.

As lead on a small team responsible for two-way syncing of contacts, helped stabilize an early "minimum viable product" version of the software by bringing a more rigorous approach to distributed systems design and testing.

On another team, maintained, with ~4 other engineers, all of FullContact's public-facing APIs, as well as a variety of JVM-based systems for collecting and validating contact data. Led the launch of several new features in these APIs. Helped improve speed & reliability of automated testing and cloud deployment. Shared pager rotation for these systems and drove improvements to production reliability in response to outages.

May 2011-July 2013   **Melbourne, VIC, AUS**
realestate.com.au

Delivered high quality UI work on several successful projects for Australia's #1 property website (9 million monthly unique visitors). Transitioned into a senior technical SWAT team, where I provided leadership on front-end issues across all the company's lines of business, embedded with product teams for pattern-setting or technically challenging work, and maintained tools and services to enable fast, high-quality delivery by line of business teams.

October 2008-April 2011   **Denver, CO**
Local Matters, Inc.

Responsible for UI programming on client deployments of the Destination Search platform in close collaboration with business analysts, information architects, designers and other engineers. Helped improve the platform to increase code reusability across deployments and improve velocity and quality of customization efforts. Worked closely with clients and operations teams to investigate and resolve production issues.

April 2003-September 2008   **Fargo, ND**
Medical Practice Consultants, Inc.

Designed, implemented and maintained a web application for in-house review of medical charts. Determined requirements through discussion with users and several iterations of HTML/CSS wireframes, then designed and implemented the software using PHP/PostgreSQL with a small amount of Perl glue. Supported and improved the software based on user feedback and requests. Also performed system administration duties on the Linux server hosting the application.

May 2001-August 2002   **Jamestown, ND**
TRW Aeronautical Systems

Used Unigraphics CAD system to create technical drawings of parts based on 3D models provided by design engineers. Prototyped a database to track drawings and related metadata using MS Access.

August 2000-August 2002   **Jamestown, ND**
The Jamestown Sun

Used Quark XPress & Adobe Photoshop to lay out newspaper pages. Selected stories & photos for inclusion in the paper. Copy-edited stories and proofread pages before sending them to press.

Education

August 2001-December 2005
B.S. in Computer Science, North Dakota State University