Eric Tikhonov

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Technical Skills

- Selected languages: C#, JavaScript, TypeScript, SQL, HTML5, CSS3, SASS
- Selected frameworks and tools: .NET, Sitecore CMS 9 & 10, ReactJS, Redux, Webpack.js, Node.JS, REST, SOAP, Express.js, Azure DevOps, IIS, SSIS, Visual Studio, Git

Professional Experience

Tyler Technologies
Software Developer
Remote (Hartford, CT)
June 2021 - Current

- Designed, developed, and maintained Sitecore sites and applications to enhance business capabilities and eliminate redundancies for the Department of Labor (DOL) of CT.
- Upgraded Sitecore CMS to the latest version (10.4), ensuring optimal performance and security.
- Performed deployment activities within Azure pipelines, smoke testing, and post-production support.
- Transitioned payment processing to an OTC solution for firearm permit fees for the Department of Emergency Services and Public Protection (DESPP) of CT.
- Administered and optimized user accounts and roles within Sitecore's User Manager to enhance security and access control.
- Developed a global feedback feature and contributed to the development of a chatbot feature for the Department of Labor (DOL) site.

Amerhart
Application Developer
Green Bay, WI
May 2020 - June 2021

- Developed and tested APIs using Web API, .NET, and C# to build new and existing features on Azure.
- Created unit test projects for C# solutions, ensuring functionality across libraries (Global Services, Internal Services, Scheduled Tasks, etc.).
- Developed a Single Page Application (SPA) using .NET and React JS to provide analytics and transactional data for the sales team (SIP - Sales Information Portal).
- Created reusable UI components and implemented new designs and features using Redux and Webpack with React.
- Monitored and addressed IT support tickets from company branches to fix, update, and troubleshoot various applications.

IT Intern
Green Bay, WI
Nov. 2018 – May 2020

- Cleaned up ERP data using MS SQL Server, ensuring data integrity.
- Migrated existing HTML pages on Amerhart.com to a new B2B platform.
- Created packages in data management solutions using SSIS for email notifications (using SendGrid) and data cleansing.

Education

- **Master of Science – MS, Cybersecurity and Information Assurance**
  Western Governors University, Feb. 2025 – In Progress

- **Bachelor of Science – BS, Computer Science**
  University of Wisconsin Green Bay, Sept. 2016 – May 2020
  Software Engineering Emphasis

Skills and Certifications

- ISC^2 Certified in Cybersecurity
- CompTIA CySA+ (In Progress)
- Google Cybersecurity Certificate
- AWS Certified Cloud Practitioner
- Sitecore 10 .NET Developer