Jon Ericson

jon@jlericson.com | jlericson.com | (818) 588-6566

Complicated systems fascinate me. Perhaps that's why I was drawn to programming. In college I studied non-deterministic atmospheric models. I operated a supercomputer cluster before computation become a commodity. But since nothing compares in complexity to humans interacting with each other, I now plan, build and manage online communities.

College Confidential

Community & Site Operations Manager—*January 2020–March 2021*

I evaluated a mature community, proposed next steps (including migrating to Discourse) and worked with the entire company to revive the CC community. On our team, I was the community dynamics and software expert. Product mangers, developers and designers consulted with me about how to manage the forum software. I also worked with moderators and community leaders to defuse conflict and create community norms that work for members and the company.

My accomplishments included:

- Organizing community testing of the beta Discourse site and answering community questions about this major change.
- Editing updated forum rules.
- Forming student groups so that our primary audience had their own space on the forums.
- Introduced CC's refreshed brand.

Stack Overflow/Stack Exchange

Community Product Manager—*July 2013–January 2020*

I learned how to cultivate diverse communities and mentor community leaders. With 176 Q&A sites, Stack Exchange was a perfect laboratory for understanding how online communities thrive or decay. Even though I had "manager" in my title, the work was more like planning and tending a garden. It required both strategic vision for the entire network and tactical execution for mentoring, mediation and communicating change.

I worked on several major projects, including:

- Streamlining our user support system.
- Winter Bash 2014.
- The 2017 Developer Survey.
- Stack Overflow Documentation.
- Represented the community on the Developer Affinity & Growth team.
- Wrote starter questions on Stack Overflow for Teams.

JPL/Raytheon

Technical Lead—*June 2001–August 2013*

I was part of a team that designed and implemented the Science Investigator-led Processing System to process Tropospheric Emission Spectrometer algorithms. Since launch in the summer of 2004, we received a constant stream of data that needed to be stored on tape, converted into interferograms, spectra, vertical profiles and, finally, global maps for a variety of atmospheric properties. As a result, I managed a high-performance computer system that produced over a terabyte of data each month.

Systems Engineer—*June 1999–April 2001*

During the Shuttle Radar Topography Mission, I was part of the ground support team. Both before and after the mission, I helped design and test the software which formatted the radar data to produce 3-dimensional maps of the Earth's surface. During the mission, I monitored communication with the astronauts and waited for downloaded samples of instrument data, which was quickly processed in order to provide images for the press. I was responsible for the demux step. I also designed a simple report to help my colleagues anticipate the next downlink slot.

National Weather Service/Hughes

Programmer—*Summers 1994–1997*

As a summer intern, I was asked to code an algorithm that converted one-minute sensor output into hourly reports of cloud heights and coverage for the Automated Surface Observing System. Over the course of the next three summers I took on algorithm development, design and coding for serial devices, configuration management, weather observation, and database management.

UCLA

Atmospherics Sciences—*May 1999*

One of my favorite classes required me to learn FORTRAN in order to build atmospheric models. An math class introduced me to Mathematica. I learned the SPSS statistics software from a cultural anthropology class. As much as possible, I took history and philosophy electives. This is also when I entered the world of online communities via Usenet.