

ERIC D. RICHIE

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EDUCATION

University of Pittsburgh, School of Information Sciences
Bachelor of Science, Information Science, April 2007

Pittsburgh, PA

PROFESSIONAL EXPERIENCE

UPMC Cancer Centers, University of Pittsburgh Medical Center
Web Technical Specialist

Pittsburgh, PA

October 2007 – Present

Coldfusion development; creating and maintaining internal and external web applications; JavaScript development; database management and development (Oracle and MS SQL).

Major Projects:

- UPMC Cancer Centers Portals – Created search interfaces for clinical trials, support groups, doctors, and facilities featuring inline and visual results displays (via jQuery, Google Maps) for numerous cancer types as part of a site redesign. Time: 3 months
- Clinical Translational Research Centers Resource Request Application – Created a web application to track all service requests for clinical trials. Time: 1 year
- Pennsylvania Cancer Control Consortium Asset Management Application – Developed a dynamic visual display for PAC3's national assets based on Google Maps including various informational overlays. Time: 1 month
- Advancing Practice, Instruction & Innovation through Informatics Conference – Created and maintained web applications for the yearly APIII conference including Abstract submission/management/reviewing/scoring portal, Conference registration and payment, Final evaluations. Time: 6 months
- WEMA Task Management Tool – Created ticket and task tracking application for internal use. Time: 2 months

Adium Project (Open Source)

Project Manager

<http://adium.im/>

March 2008 – Present

Coordinating meetings; wrangling volunteers; assigning tasks; tracking progress; handling press inquiries; maintaining documentation; coordinating donations.

Lead Ticket Technician/Task Force Leader

June 2006 – March 2008

Managing user submitted bug reports and enhancement requests; sorting and categorizing tickets; regression testing; reproducibility testing; coordinating a team of testers; answering user questions in IRC chat room and the Adium forum; creating various wiki pages; creating HelpViewer based documentation; writing patches.

Build Guild - Pittsburgh Chapter

Co-Organizer

<http://pittsburgh.buildguild.org/>

July 2011 – Present

Organizing monthly meetings; publicizing events; soliciting sponsors; community outreach.

Residential Networking, University of Pittsburgh

Pittsburgh, PA

Residential Consultant, Mac Specialist

August 2004 – April 2007

Provided PittNet technical support to students living in the residence halls and students utilizing wireless connections on campus; established network connectivity and workstation configuration; provided basic software installation and support; rebuilt operating systems, scanned for viruses, installed software, answered questions regarding supported software packages, and provided general software troubleshooting.

Projects:

- Portal – Project Leader, Redesigned internal and external web portals.
- Love Your Computer Week – Involved in the organization of a campus-wide initiative to promote technology awareness.
- Policies & Procedures – Project Leader, Rewrote and documented policies and procedures for ResNet and created the new handbook.
- Focus Groups – Participated in focus groups on the implementation of campus-wide WiFi and on the restructuring of the student phone system.

Information & System Resources, Bucknell University

Lewisburg, PA

Technical Operations Group, Team Lead

May – August 2005

Installed and diagnosed wireless access points; wired and rewired network/phone lines; installed/replaced switches; installed digital cable; updated wiring documentation; various other tasks assigned by supervisors.

Systems Integration Triage

May – August 2005

Monitored the status of major systems and services during non-business hours and, in event of a failure, diagnosed and passed needed information on to full time technicians.

Milton Area School District

Milton, PA

Student Administrator

October 2001 – August 2004

Setup and maintained classroom and office workstations; diagnosed computer and network problems; installed software; ran Cat 5 cable; low end server and database administration; maintained hardware inventory.

Little League Baseball Incorporated, World Headquarters

Williamsport, PA

Web Design Intern

June – August 2001, '02, '03, '04

Created web pages, animations, graphics; updated pages to reflect ongoing tournaments (scores, dates, times, television coverage, etc); photography; completed any other tasks requested by the Webmaster.

COMPUTER EXPERIENCE

•Web Development: HTML, CSS, JavaScript, Coldfusion, PHP, SQL, Flash, Google APIs, jQuery, JSON

•Operating Systems: All versions of Mac OS (including pre-Macintosh, Server); Windows 3.1 – 7

•Repair work on all major brands of computer hardware including peripherals

•Software Packages:

- Adobe – Creative Suite, Premiere, After Effects
- Apple – Aperture, iLife, iWork, Xcode
- ESRI – ArcGIS
- Microsoft – Office Suite, Visual Studio
- Help Ticket Tracking Systems: Trac, Service Center, Remedy