ERIC INGAMELLS

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# Davenport, IA 52804 ComputerCarGuy@GMail.com

**Languages Platforms Programs**

• C# with MVC • Windows 7 • Visual Studio 2012/15

• JavaScript • Windows XP Pro/x64 • JetBrains WebStorm, dotPeek

• SQL, MySQL • Android • MS Office Pro 2007/10/13

• HTML, XHTML • Windows 10 • SolidWorks

• CSS • Windows 2000 Server • GIMP 2

• PHP 5 • Windows Vista • InkScape

• Java • Arduino • Blender

• C, C++ • Linux • Andriod Studio

**Utilities Technologies Other**

• Firebug/Browser • REST • Web Site Design and

Debugging • Linq2Entity Implementation

• SQL Server Mgmt. Studio • Arduino Nano/Uno/Mega • Good Documentation Skills

• TFS/GIT • Raspberry Pi • Good Teaching Skills

• Various Diagnostics • Webforms • Very Quick Study

• Toad (Oracle) • Android BlueTooth • Agile/Scrum

• Windows Registry • ExtJS with MVC • Detail Oriented

**MEMBER**

Iowa Inventors Group, <http://www.iowainventorsgroup.org/> **2010 - 2016**

QC Co-Lab, <https://www.qccolab.com/> **2013 - Current**

**MENTOR**

Bettendorf high school FIRST Tech Challenge robotics team **2014 - 2015**

**MILITARY SERVICE**

**308th Quartermaster Company, USAR, Washington, IA 6/1996 - 6/2004**

Automated Logistical Specialist (92A), Specialist (E-4), Honorable Discharge

**PROFFESSIONAL SUMMARY**

I’ve been a professional programmer for the past 5 years and have done freelance programming since 1993. Recently, I’ve worked with a team to develop a large scale, multi-platform application encompassing standard forms as well as geospatial derived maps. Before that, I designed personal programming projects, personal and business web sites, as well as computer upgrades. I have written small- and medium- scale network information gathering utilities with VBScript and MS Access. I was a high level computer repair technician with professional experience from 1997 to 2012 and personal experience since 1993. View my online portfolio at [http://IntenseComputers.com/portfolio](http://www.intensecomputers.com/portfolio).

**QUALIFICATIONS**

I’m mostly self-taught in programming through Stack Overflow and similar websites. I've worked on a variety of web and desktop applications that use a variety of techniques and technologies. I've also worked in a couple different teams and on my own for different projects.

**EXPERIENCE**

**Eric’s Gear, Davenport, IA 11/2014-Current**

**Sole Proprietor**

Used SolidWorks, Gimp, and InkScape to design various products to laser cut and etch

Made products using laser cutter, CNC router, 3D printer, and other tools

Implemented the company website, a mobile app, and other programming projects

**US Army, Rock Island, IL 1/2017-Current**

**Web Application Developer**

Maintained legacy VB.Net website

Interfaced with Oracle databases

Worked on various C# web apps

Researched various parts of applications for task management

Developed a page flow diagram using MS Visio

**John Deere - Sayers, Inc., Davenport, IA 3/2016 – 10/2016**

**Website administrator**

Managed MS SQL 2012 databases

Automated solutions for a recurring issue

Updated existing SSRS reports to meet new requirements

Managed AppPortal site issues

Created new SSRS reports based on written requests

Developed various SQL queries for reports and other use

Improved speed and functionality of SQL queries

Worked with various teams for issue resolution

Debugged AppPortal website using dotPeek

Worked with AppPortal support for fixes

Managed database move between servers

Tested various plans on QA DB before deployment

Developed plan for moving production website database

Wrote PowerShell scripts for automation of tasks

Troubleshot support tickets for users

Maintained list of AppPortal cases for management

Provided answers to users for AppPortal questions

Developed SQL and plan for archiving DB

Discovered and reported security issues in AppPortal

Used Remote Desktop to manage servers and website

**AgWorks LLC, Davenport, IA 7/2012-3/2016**

**Web Application Developer**

Helped develop a completely new version of the software suite

Worked directly with managers and other developers to build parts of the software

Used the MVC framework in C# and ExtJS to handle data

Participated in Scrum and Agile practices

Developed many features from specification documents

Utilized Team Foundation Server for version control

Designed user interfaces as well as coded server side functionality

Used task based software for feature development and defect repair

Wrote SQL scripts to be used as database views and database update scripts

Helped new developers understand ExtJS and company coding standards

Built some features directly from looking at the legacy software

Worked directly with Quality Assurance to remove defects

Supported the legacy software

Helped host yearly User Conferences

**Intense Computers, Hiawatha, IA 9/2008-7/2012**

**Sole Proprietor**

Designed and implemented websites using PHP, CSS, JavaScript, XHTML, and AJAX

Developed MySQL database for storage of computer parts and customer information

Researched various computer components online

Wrote interactive CMS to update database and retrieve customer information

Implemented PayPal® shopping cart for website needs

Developed online shopping cart style functionality

Updated a database to reflect discontinued and new parts, and changes in prices

Hosted business website on desktop server

Moved website hosting to GoDaddy Linux hosting

Implemented UPS® shipping calculator

Wrote a business website and custom CMS, with MySQL database

Wrote e-commerce websites with custom CMS and MySQL databases

Hosted sites on business hosting account during development for customer feedback

Set up hosting accounts for customers and transferred domains with their websites

Modified images for online usage

**Iowa Health Systems, St. Luke’s Hospital, Cedar Rapids, IA 11/2011-5/2012**

**Windows 7 Upgrade Technician**

Verified automated software inventory on specified computers

Gathered information about non-standard information for packaging

Inquired about why an internal customer has a piece of non-standard software

Wrote detailed documentation for software packaging purposes

Updated databases with information about computers and software

Upgraded memory on desktops and laptops

Verified specified computers had the correct SCCM client version installed

Ran Windows 7 automated install tool

Performed troubleshooting when automated install tool failed

Installed required software on specified computers

Verified Windows 7 package installation ran successfully

Used Remote Desktop to log into specified computers to verify computer upgrade

**GoDaddy, Hiawatha, IA 4/2011-11/2011**

**Phone Technical Support and Sales**

Advised customers how to setup DNS settings for various applications

Aided customers on how to navigate the website and user control panels

Walked customers through setting up e-mail clients on desktops and smartphones

Advised what products customers need to be successful with their websites

Assisted customers with getting into their accounts

Helped customers set up various products

Advised the requirements for taking credit cards online through their website

Explained the differences between different products

Assisted customers with making purchases over the phone

Advised customers of expired and expiring products

Explained various policies, including refund and account security policies

Worked with various departments to troubleshoot issues with products for customers

**RJ Ender Computers, North Liberty, Vinton, IA 2/2010 - 4/2011**

**Store Manager/Computer Technician**

Performed virus removals

Diagnosed and repaired computers

Built computers from new components and installed all software

Improved work area to be more efficient and effective

Ordered components for repairs and new computer builds

Installed Windows XP, Vista, and 7, including performing Windows Updates

Assisted customers over the phone to resolve their issues and answer technical questions

Worked with walk-in customers

Wrote invoices and work orders

Assisted other stores and technicians when needed

Developed aides to make routine duties standardized and more accurately performed

Repaired and set up computers at customer’s houses

Rebuilt used desktops and laptops for resale

Rearranged retail portion of the stores to be more effective

**2nd Story Software, Cedar Rapids, IA 3/2009 - 4/2009**

**Technical Phone Support**

Diagnosed and repaired issues with software over the phone

Ordered software for customers via the phone

Assisted customers with getting into their accounts

Guided customers through the online and offline versions of the software

Helped customers to download and install the desktop software version

**Mercy Medical Center, Cedar Rapids, IA 7/2008 - 1/2009**

**Desktop Support - Tier 2, Phone Support**

Installed and diagnosed Citrix and Windows XPe based thin clients

Troubleshot hardware and software on desktops and laptops

Setup and configured a variety of arrangements for dual monitors

Performed minor network diagnostics and setup

Replaced hardware in desktops and laptops

Relocated user and department equipment

Worked with queue based desktop support software

Performed most repairs at the internal client location

**Tech Team Global, Waterloo, IA 4/2008 - 5/2008**

**Desktop Support - Tier 2**

Troubleshot software on desktops and laptops

Replaced hardware in desktops and laptops

Ghosted desktops and laptops for deployment

Worked with queue based desktop support software

**Erb’s Business Machines, Cedar Rapids, IA 6/2006 - 3/2008**

**Desktop Support, Printer Technician, PC Technician**

Troubleshot laptops, desktops, UPS’s, printers, and minor network problems

Installed, configured, and troubleshot various software

Used Remote Assistance to work on internal customer’s computers

Ghosted and RISed desktops and laptops for internal use

Worked with queue based desktop support software

Setup Windows XP Pro and Vista, plus other software, on new computers

Created VBScripts to increase productivity during Desktop Support activities

Worked with Lenovo, Dell, HP, and Motion Computing to resolve laptop and desktop issues

Tested old computers for disaster recovery operations

Assisted customer based co-workers when necessary

Cleaned printers, fax machines, and computers

**Tek Systems, Cedar Rapids, IA 3/2006**

**Dell warranty rollout technician**

Followed detailed written instructions for correct procedures

Disassembled and reassembled computer systems for relocation

Ghosted hard disk image from old Dell’s to new Dell systems

**Ideal Computer Systems Inc., Marion, IA 11/2005 - 2/2006**

**PC Technician**

Configured and tested hardware and software for customer use

Installed software and third party hardware

Wrote VBScripts to configure dozens of settings within the Windows Registry

Repaired and diagnosed computers, printers, and UPS’s

**PindarSet, Cedar Rapids, IA 8/2004 - 11/2005**

**Batch Scanning, Digitizing, Ad-prep, Studio, Rejects**

Used Photoshop and Illustrator to manipulate and create artwork

Trained co-workers in various procedures

Accessed internal web applications to look up information and artwork

Used VBScripts to move files around on servers and local computers

Modified VBScripts to be more efficient and effective

**Hy-Tech Computer Systems, Madison, WI 7/2003 - 10/2003**

**PC Technician, Customer Service, Sales**

Built computers from a printed list of parts

Diagnosed and repaired computers

Worked with customers to design their new desktop

Assisted with inventory of components and software

## Cedar Rapids Community School District, Technology Department Spring 1997

## PC Technician, Ethernet Cable Installer Summer 1998

Installed computer labs

Cloned hard drives

Diagnosed and repaired computers in working classrooms

Installed hardware and software to upgrade in place computers

Repaired computers on-site at various schools

### EDUCATION

## Kaplan University, Cedar Rapids, IA 2004 - 2005

**Associate of Applied Sciences in Computer Information Systems**

HTML-JavaScript, Operating Systems, Computer Hardware, LAN Concepts, Database

Management, Network Admin I & II, Internetworking Concepts, Network Infrastructure,

Net Admin Tools, Capstone

**Iowa State University, Ames, IA 1998 - 2002**

**Majoring in Computer Engineering**

C, C++, Java, Microcontrollers/Assembly language, Calculus 1-3, Graphs and Networks, Digital Circuits