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