

ERIC FICKES

3234 Osceola Street, Denver, CO 80212 | (C) 303.895.8745 | ericfickes@gmail.com

Professional Focus

Exceptional leader with in-depth knowledge and experience with Customer Service, Full Stack Application development and Data systems. Technically-savvy with outstanding relationship building, training and presentation skills.

Skills

- Team leadership
- Self-motivated
- Strong verbal communication
- Project management
- Process implementation
- Client assessment and analysis

Work History

Technical Account Manager

01/2015 to Current

Adobe Systems – San Jose, CA

- Customer-facing technical support and client services, first tier response to incoming technical issues.
- Named contact for clients Comcast, CenturyLink, Sony Vue, Bell Media, and Pac-12.
- Multi Solution Architect (MSA-CC) for Adobe Experience Cloud Solutions
- Live stream event support for Adobe broadcasting partners
- Monitor major events such as : ABC Oscars, NBC Winter & Summer Olympics, NFL Super Bowl, NFL Sunday and Thursday nights, WWE SmackDown.
- Drive communication with partners, customers, and internal teams based on issue status and next steps.

Independent Consultant

01/2009 to 01/2015

www.EricFickes.com – Denver, CO

- Customer facing technology contractor.
- Independent Web Technology Advisor and Internet Programmer.
- IBM - Authored Document search and management application ITHC Offline Client.
- City of Garfield County, CO - www.garfield-county.com Technology advisor and Server admin for re-brand and site re-launch.
- Joshua Davis - www.JoshuaDavis.com Global Digital Artist technical assistant, server and data systems programmer for art software systems.
- Essay101.com - College essay writing service application author and server engineer.
- NijemTech.com - Enterprise software solutions. Web and Data systems programmer.

Senior Software Engineer

01/2010 to 01/2012

Association Technology Solutions – Denver, CO

- Devised tracking software with modules for inventory monitoring, customer relationship management, staff administration and report generation.
- Senior programmer for iMIS Association software.
- Customer facing support engineer.

Senior Software Engineer

01/2009 to 01/2010

Locus Technologies – Mountain View, CA

- Enterprise ground water management software.
- Senior Coldfusion developer.
- Senior SQL Server developer.
- Customer facing subject expert matter and support.

Senior Software Engineer

01/2003 to 01/2009

Wiretree Llc – Atlanta, GA

- Streamline development processes.
- Created proofs of concept for innovative new solutions.
- Designed and developed forward-thinking systems meeting user needs and improving productivity.
- Created proof of concepts for innovative new solutions.
- Gathered, organized and analyzed program data. Reported to Agency partners as lead technologist. Senior Full Stack developer.

Senior Software Engineer

01/2007 to 01/2008

Beatport LLC – Denver, CO

- Senior Backend and Flex programmer for e-commerce team.
- Migration project from Adobe Flash to FLEX technology.
- Backend PHP, MySQL and Flex data services programmer.
 - Executive facing subject expert matter and support.

Senior Software Engineer

01/2006 to 01/2007

Visitar – Herndon, VA

- Software developer of ViaVisitar CRM.
- SAS application development.
- Senior Flash programmer.
- Integrated Flash call control with Asterisk phone switch.
- Customer facing support technician.

Achievements

- Multi Solution Architect for Adobe Experience Cloud Solutions (2017).
- Adobe Primetime Golden Remote Award (2017).
- Customer spotlight award (2016) - \$20 Million Comcast/XFINITY.
- Implemented custom DRM server for Bell Media (2015).
- Featured Artist in Huffington Post (2014) - <https://tinyurl.com/EvolutionOfArt>
- FWA SOTD (2010) - <http://www.thefwa.com/site/the-endless-mural>

Education

Associate of Arts: Digital Art

2020

Anderson Ranch Arts Center - Snowmass Village, CO

Associate of Arts: Business Management

Georgia State University - Atlanta, GA