

# LOUIS W. ERICKSON

2716 Joseph Av. #1, Campbell, CA 95008

(408) 879-0686 • lerickson@rdwarf.net

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## OBJECTIVES

I am searching for a position where my wide experience base and skills with Unix/Linux and Windows and my diverse background in software engineering will be valued. I look forward to working as part of a team of expert people who can each learn from the others while contributing their own strengths. I enjoy making things work properly and well, regardless of where they wind up being deployed, and consider code reliability and stability to be attainable and important goals.

## EXPERIENCE

### Computer Skills:

**Hardware:** IBM PCs and Compatibles; Sun SPARC; Apple Macintosh

**Operating Systems:** Windows 2003, XP, 2000, NT, 95/98, 3.1; Linux; BSD; Sun Solaris; Compaq Tru64 Unix

**Languages:** C/C++; Perl; JavaScript; Java; Unix shell; NT/dos batch

**Technologies:** DNS; TCP/IP; SMTP; POP3; IMAP; HTTP; LDAP; HTML; COM; RPC

**Applications:** Postini; Nagios; Microsoft SQL Server; PostgreSQL; MySQL; Visual Studio; Visual C++; Perl; Borland JBuilder; Word; Excel; Microsoft Project; Outlook; Exchange; Open Office; StarOffice; PINE; bash; vi; CiscoWorks; Cisco Network Registrar; BIND; Microsoft IIS; Apache; Post.Office; Microsoft Cluster Server.

## EXPERIENCE HISTORY

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### Ariba, Inc. / I. T. Tools Developer

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807 11th Avenue, Sunnyvale, CA 94089

*April 2002 to November 2008.*

For Ariba, Inc, Information Technology Department:

Worked with the I. T. department, providing support and software integration for internal projects. Rated as highly as possible by Ariba's internal employee review system, and a recipient of the "T.E.A.M. Award" for being part of a large cross-departmental team.

Projects at Ariba include:

- Selected and deployed a new server monitoring solution to verify correct functionality and proactively alert system administrators of problems as soon as possible, often before a system fails. Deployed for all I. T. servers.
- Trained I. T. staff members worldwide on the operation of the monitoring system.
- Developed and deployed new virus-scanning and junk mail aware SMTP gateways, preventing viruses from entering or leaving the company by the corporate e-mail system.
- Built a centralized management system for the I. T. department's Unix servers.
- Developed and deployed improved management tools for the company's Internet DNS records. Built and maintained the External DNS servers.
- Replaced old and broken password reminder scripts, saving employees frustration and calls to Help Desk.
- Designed and implemented internal tools to send official I. T. messages, making the department's communication clearer and more uniform.
- Implemented monthly analysis for telephone system usage, to help find abusers of company resources, and to help in capacity planning.
- Implemented customized reporting for the Altiris Help Desk solution to gather the reports needed.
- Made information about calls placed to 911 available to Security, I. T. Telecom staff, and other appropriate people, to make sure aid could get to where it was needed.
- Deployed more than three dozen other tools used daily by various members of the I. T. staff.

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## Rdwarf.net Internet Services, Owner and Operator

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*July 1995 to present - ongoing.*

For Rdwarf.net Internet Services:

Have operated a small e-mail and web hosting service for a number of years:

- Operate and administer several Internet domains.
  - Developed tools to manage user accounts, and Usenet news feed.
  - Hosts and moderates mailing lists.
  - Administer user's email accounts and web pages.
  - Assist users with technical problems and find ways to meet their needs.
  - Developed an early web-based forum using C and CGI, ran and moderated forum discussions.
  - Built and maintained OpenBSD firewalls and DNS servers.
  - Managed Firewall and DNS configuration information through a small database, including building configuration files from that database and deploying them to the live servers.
  - Integrated local management scripts with Postini e-mail filtering tools.
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## Compaq Computer Corporation, Software Engineer

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14475 N.E. 24<sup>th</sup> St. / Bellevue, WA 98007

*July 2000 to June 2001*

For Compaq Computer Corporation, Broadband Services group:

Hired on direct with Compaq and continued working on the Broadband Networking project. In addition to continuing the items listed while with BEST Consulting, performed the following tasks:

- Ported NT cable modem provisioning system solution to Unix. Needed to resolve socket handling and multithreading issues.
  - Worked as a senior level software designer to redesign cable modem provisioning system in Java.
  - Began implementation of the redesigned system, in Java. Java version cancelled by customer.
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## BEST Consulting, Associate

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11255 Kirkland Way / Kirkland, WA 98033

*February 1998 to July 2000.*

For Compaq Computer Corporation, Broadband Services group:

- Developed software for cable-modem provisioning system, implemented new features, including test harnesses and debugging tools.
- Provided third-tier customer support for provisioning system.
- Debugged connections between minicomputer components and provisioning system.
- Remotely corrected production provisioning systems.
- Used RPC to communicate between provisioning system components and Unix mail servers.
- Maintained and updated code for Unix server component of provisioning system.
- Debugged and streamlined automated installation process for Windows NT in the data center.

For Microsoft Corporation, Visual Studio Enterprise Edition:

- Joined team at beginning of life cycle of Visual Studio version 7.0.
- Designed and implemented UI code for Team Server component.
- Extended existing grid control using extremely object-oriented C++ and Win32.
- Made extensive use of OOD and COM.

For Microsoft Corporation, Internet Finance Server Toolkit:

- Developed tools to be shipped with the product, to be used by developers to implement their own OFX server.
- Worked as part of a team to design and implement a Test Bank. This was a SQL database, with a C++ interface to it intended to provide customers with a test tool, and sample code.

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## Envision Interactive, Software Developer

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504 Briar Road / Bellingham, WA 98225

*August 1999 through December 1999*

- Updated multimedia computer-based teaching application.
  - Used Microsoft C For Macintosh, built and tested on Windows 3.1, NT, and Mac.
  - Completed project started by Skylight Software in 1996.
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## Skylight Software, Inc.

### Program Manager, System Administrator, Senior Software Developer

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22500 SE 64<sup>th</sup> Pl. / Suite 120 / Issaquah, WA 98027

*March 1993 to February 1998*

As the Systems Administrator, I brought Skylight onto the Internet, and moved it from no connection to a dedicated TCP/IP connection with proper network firewalls and security. Ensured the operation of electronic mail, and both inter-office and Internet connectivity.

- Chose, purchased, and installed all office and development hardware and software for Skylight, and was responsible for the file servers, RAS, and system backups.

As the Program Manager:

- Negotiated contracts, settled client disputes, and negotiated rates for customers and developers.
- Managed and developed a software vending machine that included a video clip screen, a touch screen and disk duplication hardware. Utilized C++, MFC, and Windows 95.

As a Senior Software Developer:

- Developed IHS A/V device drivers for the W. M. Gates Medina residence, utilizing C++ and the customer's exclusive library.
  - Designed and developed the Hart's Athletic Club membership database, utilizing Windows 3.1 using C and SDK.
  - Utilizing C using Windows SDK developed the Amy-Chao Fine Art Screen Saver, to be sold commercially.
  - Developed the MSN News Browser, utilizing C++, MFC and a hybrid version of MediaView.
  - Focusing on the user interface, implemented a MDI client application for satellite dishes to interface with a customer DLL, to receive futures information. Utilized Windows 3.1 in native SDK. Client: Future Source Satellite Data Retrieval.
  - For Microsoft Access 2.0, 95 and 97, developed enhancements and features, and fixed bugs in text files and spreadsheet files, importing code utilizing C.
  - Wrote ten interactivities for Microsoft Encarta 95 and 96, utilizing Visual C++, MFC, and Visual C for Macintosh.
  - Utilizing C and the Windows SDK developed The Photoshow Postcard Screen Saver for PC ArtWorks, to be sold commercially.
  - For Hewlett-Packard, wrote a stand-alone media program utilizing Visual C++ and MediaView for the Hewlett-Packard Printer Installation Help Tool.
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## Volunteer, Software Developer

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RustyCon / P.O. Box 84291 / Seattle, WA 98124-5591

*January 1994 through January 1996*

- Provided multi-terminal turnkey computer registration system for an annual science fiction convention.
- Developed standalone database tools and user interface for the tool, which kept track of every individual who attended the convention.
- Used Linux server and several VT100-compatible terminals.
- Provided, set up, and operated equipment, with help of other volunteers, during the convention.
- Assisted RustyCon with establishing an Internet presence, email boxes, and Web page.

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### Shoreline Community College, Computer Lab Assistant

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16101 Greenwood Avenue North / Shoreline, WA 98133

*February 1991 through December 1992*

- Maintained computers, including software and operating system installation in labs, open lab sessions for up to 120 students, hardware and printer maintenance, and building security.
  - Helped students with a complete suite of applications including DOS, Macintosh, WordPerfect, Word, Lotus 1-2-3, Excel, MPW C and Fortran, Think Pascal, Think C, PhotoShop, Freehand, and PageMaker. Knew all of these programs, and the course curriculum for all the classes that used all of the labs.
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### Orrtax Software, Inc., Software Developer

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13208 N.E. 20<sup>th</sup> St. / Bellevue, WA 98005

*August 1989 through September 1990*

As a Software Developer for Orrtax Software, Inc., responsibilities were as follows:

- Produced software for the IBM PC, and the IBM System 36 minicomputer.
- Development projects included: PC to System 36 communication setup, PC to System 36 login scripting tool; Electronic Filing Client; Tax Return Check Printer; PC to System 36 Tax Form Translator, 1989 to 1990 Upgrade Tool; System 36 to PC Database Conversion Tool; 40 Line Electronic Filing BBS Server.