

Eric Imboden
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I have a passion for technology, and I specialize in its practical application to business and personal needs. I believe technology must be as usable as it is useful and that it should supplement - not supplant - human creativity and personal interaction. I support open standards and collaboration, and I attempt to use open source systems whenever possible.

Education B.A., Technical Writing (specialty in Computer Technologies)
1991 - Purdue University, West Lafayette, IN

Skills Summary

Internet technologies

- Web design/development (HTML, CSS, AJAX)
- Content Management Systems
- Web-based application design/development
- Web-based application interface design/customization
- Cross-browser compatibility design (Firefox, Internet Explorer, Chrome, Opera)
- Protocol sniffing (client-server communication analysis/troubleshooting)

Programming/Development languages

- HTML/XHTML
- Javascript
- PHP
- Python
- Java

Technical Writing, Training, & Documentation

- End-user documentation (printed manuals, online help, training materials)
- Process/project documentation
- System Validation

Productivity software

- Office applications
- Graphic design
- Open source productivity software stack (OpenOffice, Gimp, Inkscape, Scribus)

Networking

- LAN
- WAN
- Wireless

Operating systems

- Windows
- Unix/Linux
- Mac

Servers

- Web servers (Apache, IIS)
- Database servers (MySQL, Oracle, PostgreSQL)
- Windows Active Directory

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Employment
Highlights

- Sep '07 - present* Technology Consultant - Common Context, LLC - Thorntown, IN
- Internet/Web consulting
 - Web design/hosting
 - Web-based application customization, integration
 - Open Source consulting, training, and support
 - Technical writing, documentation, validation, training materials
- Nov '00 - Dec '07* Sr. Systems Analyst - Eli Lilly and Company - Indianapolis, IN
- Tier 3 browser and internet client support for 50,000+ users worldwide
 - Member of Internet Services Group responsible for Lilly's Unix-based Internet server environment, proxy servers, and internet-related client tools
 - Developed global proxy configuration script to dynamically direct users to closest proxy server depending on IP range
 - Member of Client Configuration Management group responsible for developing and supporting Windows-based desktop configurations for all Lilly users
 - Developed and maintained internal ActiveX Object Store to allow only approved ActiveX controls to load on Lilly PCs
 - Maintained Oracle databases to support "test" and "production" instances of ActiveX Object Store
 - Evaluated, documented, and coordinated implementation of Microsoft Security patches on a monthly basis
- Jul '98 - Nov '00* President/Consultant - ImPowered Technologies - Thorntown, IN
- Internet-related projects for central Indiana firms
 - Web server installation, web development, database development/integration
 - Project to support migration of 40,000+ users from Netscape to IE transitioned to full-time employment at Eli Lilly and Company
- Nov '97 - Jul '98* Sr. Consultant - Integrated Information Technologies - Indianapolis, IN
- Technical Writing and internet-related projects for central Indiana firms
- Oct '92 - Nov '97* Sr. Consultant - Dome Systems/Ernst & Young, LLP - Indianapolis, IN
- Technical Writing projects for major Indiana-based and other regional firms
 - Developed end-user documentation, online help, project life-cycle management documents, RFI/RFP documents, etc
- Jun '91 - Oct '92* Technical Writer - Physician's Practice Management - Indianapolis, IN
- Developed end-user documentation, customer support communications, newsletters, product specifications, etc. for doctor's office management software company
- Aug '89 - Apr '91* Technical Writer, Manager of Customer Support - Network Synergies - West Lafayette, IN
- Developed end-user documentation, training materials, product demos, product specifications, etc. for network planning software company

References Available when requested (eric@commoncontext.com - 317.502.5834)