

# Eric R Bowman

44428 Midway Drive, Novi, MI 48375 | 734-635-4943 | ebowman@gmail.com

## Profile

I am a seasoned professional with 20 years of technical and project management experience who is looking to learn, work, and contribute alongside professionals that are devoted to innovative thinking, creativity, and development. I have a high aptitude for learning and I enjoy working with many different types of technologies which benefit and enhance business services.

## Experience

2019

### **Product Owner, Business Analyst - Maven**

First Mile, General Motors Corporation

- Product owner of Maven.com redesign leading development of requirements documentation and related specifications, documentation and business cases for initiatives across web platform including:
  - Improved enrollment flow to increase user sign-ups
  - Addition of web booking to increase reservations
  - Improved authoring with move to Django CMS
- Collaborate with business customers and product owners to define scope for features/requirements with the Maven mobile application
  - Lead and coordinate project team members through all phases of the development lifecycle
  - Participate and facilitate design workshops with the business to solicit and document requirements
  - Researches, reviews and analyzes existing processes and develop strategies for enhancements
- Communicate with development and QA teams to ensure accurate understanding of requirements and any service integrations required
- Act as translator between business and technical teams interpreting user needs and translating them into more technical language for the developers (and vice-versa)
- Document test criteria with business, developers, and QA teams
- Coordinate and perform tests for product releases and other post release support.
- Support and analyze all data services consumed by mobile applications. Comfortable triaging service APIs and working with how they are integrated with the Maven mobile app.

2014-2019

### **IT Business Analyst - Mobile Solutions**

Global Sales and Marketing, General Motors Corporation

- Lead development of requirements documentation and related specifications, documentation and business cases for mobile projects in Agile environment in dealer and service lane space.
- Collaborate with business customers to define scope for mobile projects
  - Leads and coordinates project team members through all phases of the mobile development lifecycle
  - Participates and facilitate design workshops with the business to solicit and document requirements
  - Researches, reviews and analyzes existing processes and develop strategies for enhancements
- Business process analysis and modeling
- Participation in architecting the logical design of the system with the technical team, including screen design and specifications and documentation of process flows based on user stories
- Responsible for facilitating communication between project customers and the development team
- Works closely with the technical delivery team for overall coordination of project deployments
- Communicate with development and QA teams to ensure accurate understanding of requirements and any service integrations required
- Act as translator between business and technical teams interpreting user needs and translating them into more technical language for the developers (and vice-versa)
- Document test criteria with business, developers, and QA teams
- Coordinate and perform tests for product releases and other post release support.
- Support and analyze all data services consumed by mobile applications. Comfortable triaging service APIs and working with how they are integrated within the mobile projects supported.

2009-2014

### **Lead Application Technical Analyst**

Computing & Information Technology, Wayne State University

- Application design, development, integration
  - **Admissions Application:** PHP, Oracle, AJAX developed in-house, admissions application that works directly with Ellucian Banner Student System infrastructure including checklist creation, trigger based notification system, application status page, and administrative backend system to manage applications received
  - **Salesforce Integration:** Part of team that integrated Ellucian Banner Student System data flow in and out of Salesforce to sync current students and prospects data, establish campaigns, and to setup custom solutions with event and digital signage systems

- **Voicemail:** Developed front-end interface to allow LDAP authentication into 3rd party voicemail system to simplify process for staff.
- **Schedule of Classes:** Part of team that manages the schedule of classes interface that includes addition of shopping cart feature that integrates into self-service student portal to allow passing of classes directly into system.
- Broadcast Messaging Team
  - Integral member of development team, a service that delivers emergency notifications and other significant university messages to students and staff
  - Actively involved with the creation, testing, and deployment of database triggers and accompanying back-end code to deliver messages to students the instant an action takes place on a student's record.
- Mobile Development Team
  - Team lead of developers responsible for the mobile initiatives of Wayne State University.
  - Lead iOS developer
  - Developing both web-based and phone OS specific applications to be used by students and staff.
  - Responsible for troubleshooting mobile platform issues connecting to Wayne State University systems
  - Developed various web student services APIs for mobile device data syncing
- E-mail Team
  - Part of Zimbra E-mail support team dedicated to supporting the e-mail infrastructure on campus
  - Actively work on escalated support ticket issues
- Work closely with C&IT Student Systems staff to provide web-based or system based solutions to improve business processes including the Registrar and Financial Aid offices

2008

### **Associate Director of Information Technology**

Office of the Registrar, Wayne State University

- Manager of 4 full-time technical professionals, 1 part-time technician, and 3 student assistants
- Implemented Historical Transcript Imaging Project, determined and deployed hardware requirements, evaluated and documented office business work-flow for ApplicationXtender
- Designed and implemented Ruby on Rails, MySQL tuition calculator to summarize and itemize tuition fees
- Developed and tested VBscript to add functionality to STARS advising system, including:
  - Extracting LDAP information to determine e-mail activation status
  - Determine HTTP status code information to correctly display student ID profile pictures for School of Medicine students
- Project manager for upcoming WSU Registrar web site redesign, responsibilities include:
  - Planning of layout and structure

- Content management responsibilities
- Usability and navigation
- Testing/configuration of online chat application

2003-2008

### **Applications Technical Analyst**

Office of Financial Aid, Wayne State University

- Application design, development, and integration:
  - **Call Tracker** : Ruby on Rails, MySQL, AJAX, LDAP based application that provides real-time call tracker case escalation and prioritization. Integrated user roles, rights management and provisioning. Event driven data ETL transactions for ad-hoc and scheduled email report services. Responsible for all aspects of application, from testing, debugging, developing, and designing.
  - **Private Scholarships** : PHP developed a MySQL back-end application system that allows students to electronically apply for various private scholarships, created back-end MS Access DB that analyzes MySQL results with Oracle based student data allowing the Scholarship office to quickly analyze student's credentials based on specific scholarships.
  - **Appointment Scheduler**: PHP based MySQL back-end, AJAX built appointment scheduler that allows students to create appointments with Financial Aid officers.
  - **Student Login System**: Ruby on Rails developed application that allows students to sign-in electronically to talk with front counter staff. Allows managers to audit front counter traffic and provide a mechanism for follow-up with students via e-mail. Replaced manual log-in with paper and pencil.
- Project manager for Financial Aid Imaging Project
- Functional manager for one full-time system administrator and one part-time technical student assistant
- Responsible for redesigning and unifying Financial Aid websites using modern web technologies.
- Work closely with non-technical users at all levels of Financial Aid to plan, design and develop multiple organization website solutions
- Windows 2000-3, Internet Information Services, Apache, MS Exchange 2000-3, MySQL, and Linux administrator

1999-2003

### **System Administrator**

MPSS and Lifelong Learning Programs, Wayne State University

- Windows 2000 Active Directory, Internet Information Services, Exchange 2000 administrator
- Windows 2000\XP, Novell, UNIX, and Linux server/desktop support for 200+ network computers
- Provide day-to-day desktop support for 150+ students, staff, faculty and administrators at multiple campus locations
- Researched, recommended, and deployed hardware/software strategies to improve cost savings
- Designed, developed and maintained various MS Access database applications and

- departmental reports
- Documented technical specifications, user policies and procedures for students, staff, faculty, and administrators
- Managed and automated Windows OS (2000/XP) computer lab image deployed at main campus and remote sites using Symantec Ghost

## Technology

- **Languages/Frameworks:** PHP, SQL, PL/SQL, XML, HTML, C, \*NIX shell scripting, Ruby, Ruby on Rails, JavaScript, CSS, jQuery, Objective-C
- **Databases:** MySQL, Oracle RDMS, MS Access
- **Systems/Servers:** OS X, Linux, Windows

## Education

2002

### Wayne State University

- Computer Science, Bachelor of Science
- GPA-**3.51**, Multiple Dean's list recipient

## Projects

**Lead Developer** | Ascend Internet Marketing | TACBAK Postermaker prototype, June - October 2010

- PHP developed application that creates an enlarged multi-page poster sized PDF file that can be printed on adhesive paper
- Backend ruby script to analyze and process user requirements to build poster file.
- Heavy use of javascript to provide users a preview of end-product
- Apache, PHP, ruby setup on Slicehost server slice.
- Closed prototype (Demo available upon request)

**Lead Developer** | Ascend Internet Marketing | SIATOMIC.com Twitter business aggregation tool prototype, March 2010

- Ruby on Rails, mySQL developed application that analyzed a subset of Twitter tweets based on key words, promotions, handles
- Took advantage of Google's Graphing and Maps API to provide visual analytics based on data gathered from tweets
- Utilized Capistrano deployment strategies to push subversion housed code that was shared between development team
- Developed back-end rake tasks to continually monitor tweets in real-time
- Lead System Administrator for Ubuntu server, including setup of Mongrel web server environment, mySQL server, subversion

# References

Available on request.