

ERIC D. RICHIE

(570) 847-5216

eric@ericrichie.com

San Francisco, CA

SUMMARY

My area of expertise is 3D capture technologies. My love of working in the field coupled with my years of software engineering experience allow me to bridge the gap between the customer and the engineering team. I can take complex technical topics and create easily digestible content to educate customers (training workshops, marketing campaigns, etc), and I can also bring customer needs back to the product team and turn them into specific software requirements and priorities.

PROFESSIONAL EXPERIENCE

Autodesk, Inc.

Pittsburgh, PA | San Francisco, CA

Customer Success Manager

April 2014 – April 2016

- Lead ReCap 360, a reality capture and 3D scanning application, team's customer-centric development efforts; gathered customer feedback, requirements, and identified problems and brought them back to the product team; met regularly with product management and development leads to determine priorities; ensured that customers received timely and accurate responses via email and online forums.
- Created and lead the ReCap training program for customers, internal sales, and customer support division. Provided in-field subject matter expertise and consultation on special projects.
- Represented the product team at trade shows and conferences, gave numerous on-stage talks and conducted dozens of workshops and demos. Represented Autodesk at events and presentations in support of strategic partnerships. Organized community events like trade show booths, meet ups, Maker Faires, etc.
- Lead the development of the ReCap Community Hub. Created and maintained social media and blog presence. Consulted on and contributed to all major marketing efforts and for physical and online product collateral.
- Developed, organized, and hosted the Reality Computing Webcast series to promote the concepts of Reality Computing.

Senior Software Engineer

December 2012 – April 2014

- Lead developer of RealView on ReCap 360, a web-based platform for viewing and collaborating on laser scan data.
- Worked with a global team of engineers to design, implement, and deliver the online components of the ReCap 360 product line.

Allpoint Systems, LLC

Pittsburgh, PA

Software Engineer

October 2011 – December 2012

- Worked on several applications in the geospatial and 3D laser scanning space.
- Lead developer on Allpoint Insight, a web-based application for viewing and collaborating on 3d point clouds in any browser (including iPad), provided: front end design and development, backend architecture, UX, server infrastructure, database design/management, administrative tools, testing

UPMC Cancer Centers, University of Pittsburgh Medical Center

Pittsburgh, PA

Web Technical Specialist

October 2007 – October 2011

Coldfusion development; created and maintained internal and external web applications; JavaScript development; database management and development (Oracle and MS SQL).

Major Projects:

- UPMC Cancer Centers Portals – Created search interfaces for clinical trials, support groups, doctors, and facilities featuring inline and visual results displays (via jQuery, Google Maps) for numerous cancer types as part of a site redesign.
- Clinical Translational Research Centers Resource Request Application – Created a web application to track all service requests for clinical trials.
- Pennsylvania Cancer Control Consortium Asset Management Application – Developed a dynamic visual display for PAC3’s national assets based on Google Maps including various informational overlays.
- Advancing Practice, Instruction & Innovation through Informatics Conference – Created and maintained web applications for the yearly APIII conference including Abstract submission/management/reviewing/scoring portal, Conference registration and payment, Final evaluations.
- WEMA Task Management Tool – Created ticket and task tracking application for internal use.

Residential Networking, University of Pittsburgh <i>Residential Consultant, Mac Specialist</i>	2004 – 2007
Information & System Resources, Bucknell University <i>Technical Operations Group, Team Lead</i> <i>Systems Integration Triage</i>	2005
Milton Area School District <i>Student Administrator</i>	2001 – 2004
Little League Baseball Incorporated, World Headquarters <i>Web Design Intern</i>	2001 – 2004
Build Guild - Pittsburgh Chapter <i>Organizer</i>	2011 – 2016
Adium Project (Open Source) <i>Project Manager</i> <i>Lead Ticket Technician/Task Force Leader</i>	2006 – Present

EDUCATION

University of Pittsburgh, School of Information Sciences Pittsburgh, PA
 Bachelor of Science, Information Science, April 2007
 Related Area [Minor]: US History

Completed 25+ manufacturing/fabrication training workshops

AWARDS & SPECIAL PROJECTS

- **Maker of Merit** - Maker Faire Pittsburgh 2015
- **Spiral Jetty**
- **Salinas de los Nueve Cerros Archaeological Project, Guatemala**
- **Saints & Sinners**
- **Dinosaur National Monument**
- **USS Zumwalt**

*More information available on LinkedIn: <https://www.linkedin.com/in/ericrichie>