Erik Campo

PROFILE

- More than 20 years of professional experience in the field of IT, having worked in different areas such as **Website Design and Development, Multitier Technical Support** and **Mobile Application Development**. First experience in the fields of Social Media, SEO and online marketing.

- **Multilingual**: Native level of French and English, Spanish as mother tongue. German, European level B2.2.

You will find in me a person who quickly adapts to **new professional challenges**, methodical and **highly skilled** to work in multicultural environments. I am a team player but can work independently whenever needed. I always reach goals with success.

EDUCATION

2014 **Master's Degree in Social Media, Community Management & Online Marketing**
Universidad Complutense de Madrid – Madrid, Spain

1997 **Bachelor of Science. Computer Science**
Université du Québec À Montréal – Montréal, Canada

1991 **Diplôme d'études collégiales (DEC) (Diploma of College Studies, DCS, pre-university studies) Sciences de la Santé (Health Sciences)**
Cégep du Vieux Montréal – Montréal, Canada

SKILLS SUMMARY

- C, C++, Java, C#
- Windows Mobile, Symbian
- Copywriting and proofreading
- Python, Bash scripting

- Technical Support / Customer Service
- Apache Tomcat
- Javascript, JSP, XML, HTML, ASP .NET
- Oracle / Oracle Spatial

- Linux / Unix system administration
- IBM Rational Doors, Microsoft TFS
- Team Coordination
- PostgreSQL / PostGIS, MySQL & MS SQL Server

PROFESSIONAL EXPERIENCE

Since August 2016   **Software Engineer – Bundesamt für Seeschifffahrt und Hydrographie – Hamburg**

- o **Support and maintenance of applications for the European Commision funded "Copernicus Marine Environment Monitoring Service (CMEMS)" project which provides regular and systematic core reference information on the state of the physical oceans and regional seas. The observations and forecasts produced by the service support all marine applications.**

- ■ **In charge of the oceanographic data acquisition and data processing for the North West Shelf.**
- ■ **Migration of systems from SunOs to Linux / Deployment of development and production environments**
- ■ **Migration of data between different schemas (Oracle).**
- ■ **Application maintenance and support/monitoring.**

- ● **Python.**
- ● **Data processing.**
- ● **ksh, bash scripting.**
- ● **Apache Tomcat.**
- ● **Oracle & PostgreSQL.**
- ● **Oracle SQL Developer.**
- ● **Eclipse Neon (4.6.0).**
- ● **Debian Linux.**
- ● **NetCDF.**
- ● **Oceanography.**

January – April 2016   **Product Support Engineer – Sopra Group – Madrid**

- o In charge of providing complete maintenance and support for the MPRS (Mission Planning & Restitution System) application, which is used to load navigation and other mission critical data to the Airbus A400M military aircraft systems. *Level 2 Support. Review and definition of test cases. Maintenance of project requirements. .NET, GIS, IBM Rational Doors, Microsoft Team Foundation Server.*

Nov. – January 2016   **Senior Software Engineer – Sopra Group – Madrid**

- o Maintenance of the Airbus SFIS (Shop Floor Information System) application which allows employees to connect to the SAP backend in order to commit a series of operations. Implementation of web services that allow to authenticate with the aforementioned SAP system, either through user/password or through RFID employee cards. *.NET, Visual Studio, WCF.*

January – May 2015   **Social Media Coordinator – OutGoing Language Experiences – Madrid**

- o Definition and implementation of the Social Media growth strategy and editorial line on Twitter, Facebook, Pinterest and Google+. Administration of the aforementioned channels. On-page and off-page SEO. Planning and development of blog content, coordination and supervision of the blogger's team. **Keyword research**, **link building** and **competitive analysis.** Conception of a Facebook campaign using Easypromos. Definition of KPI's and monitoring through different analytics tools such as Google, Twitter and Pinterest Analytics and Facebook Insights. Website content translation and proofreading: English ↔ Spanish ↔ French. *Google Webmaster Tools, Google Keyword Planner, keywordtool.io, Propietary CMS (LAMP), Tweetdeck, Hootsuite, Hotjar, Crowdfire.*

February 2014 – January 2015   **SEO Analyst and Community Manager – Talleres Top – Madrid**

- o On-page and off-page SEO. **Keyword research**, l**ink building** and c**ompetitive analysis**. Responsible for the corporate content management across all Social Media channels: Pinterest, Twitter, Facebook, Google+ and LinkedIn. Planning and development of blog content: edition of classic car articles and supervision of the team of bloggers. *Screaming Frog, Google Webmaster Tools, Analytics, Keyword Planner and Alerts. Visual SEO, Deep Crawl, SEMrush, Hootsuite, HTML, WordPress, Feedly.*

June – December 2012   **Single Point of Contact (SPOC) and Support Engineer – La Ley/Pasbridge – Madrid**

- o In charge of **receiving**, **prioritizing**, **assigning** and **monitoring** support issues / ticket resolutions for La Ley's internal applications. Deployment and testing of newly implemented requirements and bug fixes. **Documentation** of all processes (Requirements, Technical Understanding and Functional Analysis documents; translation of documents / issues from spanish to english). Act as **SPOC** between the different multicultural development teams (India and Spain) and the customer (La Ley). Management of the India development team. Resolution of tickets within **SLA**, Multi-tier Technical Support as well as hands-on the source code whenever needed. *ASP .NET, JetBRAINS YouTRACK, JetBRAINS TeamCity, Documentation, Team Leadership, Service Level Assurance/SLA, Remote Support, Virtual Teams, Multi-tiered Technical Support, document translation.*

2006 – 2012   **Senior Software Engineer – Technical Lead – SATEC, S.A. – Madrid**

- o Senior Software Engineer at the Ministerio de Industria, Turismo y Comercio, Secretaría de Estado de Telecomunicaciones y para la Sociedad de la Información. Design and implementation of **intranets** under *ASP .NET 4.0 and Web Forms. Java, JSP, HTTP, Dojo, Eclipse, Tomcat, Struts, Ibatis, Spring Framework, Oracle, MS SQL Server, XML, Birt reporting, Visual Basic 6, Visual Studio 2005 and 2010.*

- o Senior Software Engineer at Mapfre. Maintenance of the "Gestión de Flotas" application. The latter allows the control of a fleet of tow trucks which are on the road, through a server, desktop and **Pocket PC** clients. **Migration** of a **PostgreSQL/PostGIS** database to **Oracle Spatial**. *Java, C#, .NET Compact Framework, XML, Navteq Maps, GIS.*

- o Team Leader for the "Delivery" project for Orange. Carried out the distribution of a series of operator defined tests to provide market approval of devices such as mobile phones and USB modems. Performed the tests along with the other team members and carried out field tests such as measuring download and upload speeds when the device switches between cells, 3G and GPRS tests, etc. In charge of preparing and sending the results to the client. *Mobile device testing, Team Leadership.*

- o Development of the "Tonos de Espera" ringtone administration interface for Orange: a series of **Web Services** that allow third party companies to manage ringtones through the Orange **Comverse System**. Orange clients can then configure their phones with selected ringback tones. *Web Services, Java, Apache Tomcat, Comverse, XML, HTML.*

2000 – 2006   **Senior Software Engineer – Teleca Solutions S.A., Madrid**

- o Implementation of the online organizer for the "eresMas" website (now Orange, France Telecom) with synchronization capabilites achieved through the **Starfish TrueSync (SyncML)** software. **Management** of a team of 6 Software Engineers. **System's Administrator** for the synchronization servers. Acted liaison between Starfish, eresMas and Teleca. *Team Leadership, SyncML, Java, Javascript, XML/XSL, Tomcat, Apache, Cocoon, Linux, HTML.*

- o Worked for 6 months as Starfish TrueSync Data Synchronization Expert consultant at "H3G", Milan, Italy. Writing of SyncML related technical documentation. Knowledge transfer to the "H3G" project consultants and managers in Milan and to the "H3G Austria" Data Synchronization lead. **Keywords: data synchronization, SyncML, Technical Documentation, knowldedge transfer, Technical Support.**

- o Backend development, under JSP and Java of the "AMA" application (Advanced Messaging and Address book) for "Telefónica Móviles". This is an application that synchronizes contact data between Nokia 6600 mobile phones and a web server. Also sends multimedia messages through the handheld device. *Apache Tomcat, JSP, Java, Firebird database, XML, JBuilder X Enterprise, propietary synchronization, HTML.*

- o Development of "FotoMóvil" and "Captura y Envía" for Amena (France Telecom) under **Windows Mobile 5.0.** "FotoMóvil" sends pictures taken through the device to photo studios for printing. Technical Lead and Senior Software Engineer. *MS Smartphone, Pocket PC, Visual Studio 2005, C#, .NET, Team Leadership.*

- o **Research and Development** activities for **Microsoft Smartphone 2002/2003** enabled mobile devices using, both under emulator and real devices. Design and implementation of the "Menú Movistar" and "Captura y Envía de Amena" applications for **Pocket PC 2003 Phone Edition (XDA2)**. *Windows CE, MS Embedded Visual Tools 3.0 and 4.0, C++, MFC, Win32, USSD.*

- o Development of "Menú Movistar" and "Menú Amena" applications for **Symbian Series 60** and **UIQ**. *Visual C++ 6.0, Borland BuilderX, Nokia (7650, 3650, 6600, 6630, 7610), Sony Ericsson (P800, P900 and P910), USSD.*

1998 – 2000   **Software Engineer – ELS Informática – Madrid**

- o Designed and implemented several applications for "Caja Madrid" under Visual Basic 3.0 and Windows 3.11, such as processing of foreign currency and processing of fuel checks*.*

- o Reorganized and optimized the "Paradores de Turismo de España" intranet and configured the Oracle Webserver 3.0 under NT 4.0 Server.

- o Development and administration of web modules for the CA Paradigm software for the "SIGIR" project of "Telefónica Sistemas".

- o Customization and translation of the Vantive user interface for IBM.

1997 – 1998   **Webmaster – Université du Québec à Montréal – Montreal, Canada**

- o Administration of the Oracle Web Server 2.11 y 3.0 web servers (production and development) of the university's Registrar's Office (http://www.regis.uqam.ca).

- o Development the address modification system for teachers and students. Maintenance tasks of applications such as the course subscription system and the grade query system. Installation and adaptation of a search engine (ht://Dig. http://www.htdig.org). *Oracle, Oracle Webserver, PL/SQL, SQL Navigator.*

- o Maintenance tasks of the C and Pro*C code that defined the connections between the local Oracle databases and the web servers to the central database systems which contained all student and teachers related data.

1996 – 1997   ***System's Administrator, Software Engineer – Université du Québec À Montréal***

- o Development in Java of a distributed agent whose purpose is to manage network elements such as printers, servers, workstations, etc. through the SNMP protocol.

- o Installation, maintenance and administration of the laboratory's Unix workstations (Sun/Solaris), Linux servers, Windows 95 workstations and tNT 4.0 servers. Administration of the main network services such as http, ftp, NFS/NIS, DNS and mail.