Eric Bates

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# Education

Kent State University

Solon High SchoolBS in Digital Sciences, 2013-2017

Class of 2013

# Skills

Programming Languages

Frameworks & Libraries

TechnologiesSwift, JSON,C#,C++,Python, SQL

FireBase, CoreData, React, Cocoa Touch

SwiftUI, UIKit, CocoaPods, Git, Adobe Creative Suite (Photoshop, Lightroom, Premiere, After Effects), Microsoft Visual Studio, Microsoft Office

# Experience

* Progressive Insurance
  + Mobile Native Apps Intern, SM Team — January 2021-Present
    - Worked on updating discounts policy list from objective-c to Swift.
    - Participated in annual hackathon where a help widget was added to the Progressive iOS app.
    - Took part in stand up meetings.
  + IT Service Desk Specialist, Full Time Employee — August 2019-December 2020
    - Same responsibilities as below, with the addition of:
      * Being additionally trained in the areas of foragentsonly.com support and agent downloads. Provided frontline tech support to Progressive agents when it comes to processing quotes and downloading policies into agency management systems.
      * Doing work inside of Progressive’s IT portal site to prove additional tech support to progressive employees.
  + IT Service Desk Associate, Contractor — August 2018-2019
    - Supporting ETS & Claims Via the Remedy with Smart IT ticketing system
    - Working with escalation groups to handle outages and more difficult tickets
    - Worked in LEAN daily standups to find issues as they appeared
* IBM
  + System Administrator at the Cleveland Clinic, January 2018 – August 2018
    - Supported Glickman Tower and the Crile Building (also known as the Q and A buildings)
    - Provided tech support for broken hardware and provided hot swaps, imaged workstations
    - Troubleshooted proprietary medical software
    - Provided both in person and remote desktop support
* Kent State University
  + Kent State University Tech Help
    - In person tech support in student’s dorm rooms (Computers printers, and televisions)
    - Testing the wireless network in dorm rooms and academic buildings to find places with poor coverage.
  + Kent State University Bookstore
    - Helped incoming students set up their new computers and install software

# Programming projects

* Petals | [GitHub Link to Project](https://github.com/emb4/Petals)
  + User interface built entirely in swift UI, underlying code written in swift
  + Uses machine learning to identify 102 different types of flowers, then fetches data from Wikipedia
  + All machine learning is done on device with CoreML
* Covid-19 Tracker | [GitHub Link to Project](https://github.com/emb4/Covid-19-Tracker)
  + User interface is built entirely in swift UI, underlying code is written in swift
  + Uses a public API with data sourced from John Hopkins CCSE to provide real time stats and graphs logging the spread of coronavirus
* Sprinkle of Yeezus | [GitHub Link to Project](https://github.com/emb4/Sprinkle-of-Yeezus)
  + Built in swift, uses a public API to send a notification to your phone with a random quote from Kanye West every day