

Eben Bathalon

IT Management & Web Development

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617.510.1590

16 Briarwood Dr., Salem NH 03079

Profile

Competent and personable IT manager with 6+ years' experience maintaining and expanding cross-functional delivery teams and connecting with executives, technology teams, and vendors. Implemented unified email and other communications systems, as well as joining networks for facilities across the US, greatly improving internal communication and information sharing.

Meticulous web developer with over 17 years' experience in front-end development, with a passion for responsive design, web standards, and accessibility. Developed many websites over the years, including providing technical specifications, management, and front-end development for a radon test processing laboratory, which introduced means to sync data to the cloud, and provide results and/or notifications to customers and professionals.

Experience

IT Manager

November 2013 - May 2022

www.spruce.com
Spruce Environmental
Haverhill, MA

A manufacturer and lab testing company with five facilities across the US. Hired as the Sr. Information Systems Engineer to work in the IT team, develop and support websites, and assist in a major ERP migration. Over time, worked with existing management to take on more responsibilities, where I was promoted to the IT Management position for the last six+ years.

Responsibilities included:

- General management of IT Department
- All phases of technical project management
- Identify, design, and implement improvements to infrastructure and systems
- Web development and maintenance of multiple websites
- Customer technical support and support team management
- Product application design

Additional noteworthy projects included:

- Multiple laboratory and office moves to new facilities
- Overhaul of backup management and storage solutions
- Managed security review and ransomware readiness evaluation
- Migrated multiple independent email systems to M365, unifying email across company, and facilitating connection to AD and utilize SSO
- Utilized QuickBase to create applications for managing IT inventory, tracking performance, spending, among other management tools

Management

Proficiencies

Technical Project Mgmt.
Budgeting/Expense Tracking
HelpDesk Mgmt.
Disaster Recovery
Security Training (Phishing, etc.)
Company Communications
M365 Administration
Jira/Atlassian Administration
Documentation

Noteworthy Projects

RadStar Alpha Product Line

Radon reporting devices supporting mobile applications (iOS and Android) and cloud hosting environment (AWS)

- Specifications
- Wireframing
- Vendor Management
- Testing/Support
- Customer Training (Video/Web)

AccuStar Labs Website

Lab website geared toward customer-facing result distribution and ecommerce.

- Specifications
- Front-End Development
- Vendor Management
- Testing

Hosted VoIP Migration

Merging of five facilities' phone systems to a single hosted VoIP system (Mitel)

- Specifications
- Programming
- Vendor and Carrier Management
- Deployment
- Training

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Experience (cont'd)

Web Developer

January 2010 - November 2013

www.erg.com

Eastern Research Group

Lexington, MA

- Front-end development
- Design to HTML/CSS/JS
- JavaScript AJAX/JSON app and UI development
- Web standards compliance
- Responsive development
- Basic PHP & Drupal dev
- Website maintenance
- UI Design
- Accessibility (WCAG / 508)
- Consulting and guidance to other team members

Brought new technologies to ERG's web development projects, which ranged from from custom development for Drupal to AJAX powered applications for the EPA, DOL (OSHA) and other government branches along with various Front-End development and UI/UX design projects.

Web Developer/Production Manager

June 2006 - January 2010

www.backbonemedia.com

Backbone Media

Westborough, MA

- Front-end development
- Web standards compliance
- Basic PHP and ASP.net
- Website maintenance
- Cross-browser testing
- Web design & direction

The primary role as the Web Developer/Production Manager at Backbone Media was in web development, however, my additional roles included project, client and contractor management, among others.

Associate Web Developer

June 2004 - June 2006

www.technologyreview.com

MIT Technology Review

Cambridge, MA

Worked with a team of four to plan and develop specifications and implement complete site overhaul, including advertising, CMS, email distribution and media integration. Team lead for all front-end web development.

Education

BS in Computer Science

Graduated: May 2005

Northeastern University

Boston, Massachusetts

Development

Languages

HTML5
CSS3
JavaScript (inc. jQuery)
JSON / XML
PHP
SQL

Proficiencies

Responsive Front-End Development
Web Standards
Accessibility (508, WCAG)
UI Design
UX Analysis
Project Management
Wireframing
AJAX
SEO & Analytics

CMS Frameworks

Magento
Wordpress
Drupal

Websites

www.radonaway.com

Magento 2.4 ecommerce site

www.radstarcrm.com

Radon reporting application

www.accustarlabs.com

Drupal 8 ecommerce & lab data

www.spruce.com - PHP

www.radstaraalpha.com - WordPress

www.neaarst.org - Wordpress

www.cansar.org - Wordpress