

Ero Gray

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Summary

I make technology work for people.

Experience

Web Developer, Database Developer

Major Robot Interactive, FootstepsOrg (Freelance/Contract)

CSS code on websites for Major Robot Interactive, using Photoshop, Drupal, and CSS. Also currently volunteering as Salesforce.com database developer and technology advisor for Footsteps, a small Brooklyn-based nonprofit.

Aug 2011-present
Brooklyn, NY

IT Director

Community Resource Exchange (CRE)

Transitioned organization from site-based architecture to cloud-computing, more flexible and mobile, systems, and maintained and supported all technology equipment and led all tech-related decision-making. Helped transition from Windows 2000 network to virtualized Windows Server 2008 environment. Transitioned staff from MS Exchange environment to Google Apps email and calendaring; created staff portal and blog. Organized and led team that transitioned project management, timesheets, invoicing and other business process functions to web-based application. Led transition from custom MS SQL contacts database and Raisers' Edge fundraising database, to all-in-one Salesforce system.

2009-June 2011
New York, NY

IT Manager

Safe Space NYC, Inc.

Maintained and improved IT systems for large children's services nonprofit, overseeing a network including ten locations and two hundred-plus staff. Upgraded, maintained and monitored email, file-storage and database servers and all office PCs, and handled all details of email and network account maintenance. Created backup strategies and thorough documentation of IT equipment and practices. Helped create grant tracking database and assisted with creating outcomes-tracking database. Planned new IT strategies and budgeting: purchased servers and software, developed vendor relationships and purchasing strategies. Helped guide new management staff through IT planning.

2008-2009
Jamaica, NY

IT Specialist

Community Resource Exchange (CRE)

Created, upgraded, maintained, and repaired networking and computer systems as consultant for a variety of NYC community groups. Helped maintain and upgrade servers and desktop PCs and software. Built and maintained CRE website using PHP, CSS, Javascript; created custom content-management features; edited, updated, and maintained all website content. Designed and built intranet using Microsoft SharePoint. Built custom PHP/MySQL database. Maintained and supported all software and helped to recommend and install tools including open-source recruiting system, mailing list management, and survey software, and helped identify best practices.

2006-2008
New York, NY

Communications & Publications Associate, Consultant

Citizens Budget Commission

Designed, expanded and maintained Access contacts database with sophisticated events tracking system; improved, expanded and maintained organization website; built custom reports for new Raiser's Edge database using Crystal Reports. Assisted IT consultant with day-to-day maintenance & support; helped rebuild malfunctioning servers. Edited and proofread all publications and other written communications (booklets, event invitations, press releases, development letters, technical papers, etc.); maintained press lists. Developed templates and standards for written communications; managed relationships with printers and graphic designers. Assisted with planning and organization of fundraising events.

2004-2006
New York, NY

Composer / Producer / Engineer

Singing Serpent Music

Performed in-house tech support and equipment maintenance functions for recording studio and commercial music house. Composed advertising music and sound design for many successful local and national TV and radio commercials. Recorded, produced and remixed music for in-house studio and as freelance mixer/producer.

2001-2003
San Diego, CA

Web Developer/Customer Support Manager

SeminarSource.com

Managed and developed busy Customer Support Department; helped develop small business and train new staff. Designed, built & maintained dozens of multimedia websites and video CD-ROMS for corporate and nonprofit clients, using HTML, JavaScript, Flash and Photoshop. Built and managed a database to feed an online search engine; managed internal company website.

1998-2000
San Diego, CA

Education and Skills

BA, Literature/Writing, University of California, San Diego, 1995

Minor in Education; internship as inner-city school mentor.

Additional Technical Training: Salesforce.com Administrator Certification. A+ Certification. Trained in PHP, JavaScript, HTML, Adobe Photoshop, and Microsoft Project. Significant software and hardware skill set.