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📍 Orlando, FL

in LaTroy Richardson Sr

🔄 Tynyx

🐙 Tynyx

# LaTroy D Richardson SR.

Software Engineer

## TECHNICAL SKILLS

**Programming Languages** | Python 3, JavaScript ES6+, SQL, HTML5, CSS, C, C++

**System Design** | Monoliths, Microservices, Domain-driven design, Message passing, Event sourcing, Containerization

**Back-End** | Django 4, PostgreSQL, MongoDB, CI/CD

**Front-End** | DOM manipulation, WebSocket's, React

## RELEVANT PROJECTS

**Never Left Behind | Full Stack Engineer | Veterans R' US**

Jan '24

<https://never-left-behind-veterans-r-us-f6bdcd9fc60e57def2a9122364944c2.gitlab.io/>

- Established '**Never Left Behind**' community platform to boost veteran outreach & enhance accessibility to resources, utilizing community outreach tools & resource management software
- Revamped user interaction by integrating user functionalities for account creation & login utilizing **JavaScript, HTML, & CSS** devised a dedicated resources tab with valuable links for veterans
- Facilitated the sharing of events, opportunities, & job postings for veterans & partners on the platform using **vite, React useState, & API integrations**
- Enhanced user engagement by **30%** through the integration of local activities & event viewing features

**Car Car | Full Stack Engineer | <https://gitlab.com/Tynyx/project-beta>**

Jan '24

*A car dealership app that allows management of car inventory, manufacturers, sales personnel, technicians and sales appointment and car service appointment*

- Engineered CarCar, a comprehensive inventory system, facilitating service/sales appointments and VIP status assignment for dealership customers
- Developed a React & Docker-based dealership software, enabling **seamless management** of sales, technicians, appointments, & cancellations

## PROFESSIONAL EXPERIENCE

**Brooksource | EPIC TDR IT Field Tech Team Lead @AdventHealth**

Nov '21 - Oct '23

- Operated in the largest Go-Live in Epic history with a pass rate of 98% of over 23 thousand devices
- Reported progress regarding maintenance repairs by using ServiceNow Ticketing Systems, resulting in a 50% improvement in maintenance efficiency and documentations
- Delegated 2 teams of 6 to travel to multiple hospital sites to ensure they had proper equipment, software and network for TDR with a 99% pass rate

**Kaseya | Technical Support Expert | SaaS Support Engineer |**

Jun '23 - Oct '23

**Kaseya LLC**

- Resolved complex technical issues related to Kaseya's SaaS products by providing timely and effective customer support. Utilized deep understanding of the product suite to troubleshoot, diagnose, and fix Software and system issues, leading to a 30% decrease in recurring problems
- Collaborated with the product L2 and L3 team to communicate customer feedback and insights, contributed to develop a 20% increase in customer satisfaction

**IT Technician | Superior Small Business Consultants**

Jan '18 - Jan '22

- Maintained supervision over medium sized tax office computers, printers and all electronic and network concerns, which provided an up time increase of 65%
- Propounded a call forwarding and delegating system that provided clearer call logs and channels, which produced a 35% increase in clientele

## Military Experience

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U.S. Army| 19 Kilo| E - 4 Jul' 12 - Nov '15

- Served in the US Army from July 2012 to November 2019, achieving the rank of E-4, over 4 years of active duty and 5 years of reserve experience.
- Developed key skills in security, leadership, discipline, teamwork, and analysis, demonstrating adaptability and a strong drive to complete tasks.
- Exhibited excellent oral and written communication skills, decision-making, problem-solving, conflict resolution skills, quick situation processing.
- Demonstrated expertise in prioritizing tasks, working in high-stress areas, fast observation upon detecting changes in work environment.
- Proficient in Microsoft programs and various civilian and military proprietary programs, online unclassified and classified tools.
- Prioritized work and personnel management, ensuring team members were properly treated and addressed.
- Demonstrated continuous self-improvement, striving to outperform past performance and push personal boundaries.

## EDUCATION

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Hack Reactor | Advanced Software Engineering Certificate Feb '24

- Python, JavaScript, Docker , MongoDB, SQL, Django, React , PostgreSQL, Vite

Valencia College| A.S. Computer Information Technology Mar '22

- Technical Certification in Operations support and services.
- Technical Certification in Computer Information Data Specialist