

CURRICULUM VITAE

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Statement of Teaching Philosophy

As an educator, my reason to teach is simple: it is all about the students and helping to build their minds and see the possibilities an education can provide. I am passionate about promoting the craft and the mechanics of the IT profession. My background offers a unique combination of academic, personal, and professional experiences that not only prepares me as an instructor but ensures the opportunity to serve in the role is impactful and meaningful. I began my work as an educator as a seventh grade English teacher, a position which taught me a great deal about teaching and learning as a profession. In the twenty-four years that have passed since then, I have taught everything from writing to web design, computer security, and instructional design. No matter the topic, however, I believe the following statements to be true and they form my teaching philosophy.

- Teaching is best delivered via a systematic process. The one I use is based on Gagne's Nine Events of Instruction and relies on setting up specific objectives for my students, teaching to those objectives, and then testing on those same ideas. I find this to not only be efficient, but also important to making sure students succeed.
- Students are not a homogenous group, no matter what the class. It is unrealistic to expect every student to have had the same experiences. It is fair, however, for my classes to be predictable, challenging, and consistent.
- Clear communication is the most important duty I have as an instructor. Since I teach primarily online, this is a critical factor in every course, although I have found this to be as true in face-to-face instruction as it is online. Students may not always be prepared to communicate clearly, but it is my job to set the tone and standards for communication, and to model it throughout the course.

In the classroom, my role is to be leader who shoulders the responsibility of imparting specific knowledge and information. As the instructor, I must ensure the job is carried out in an engaging manner which also allows students the sense of freedom to contribute and ask questions. My teaching style is to come prepared and conduct the class in an orderly way that helps the students to relax and enjoy learning. I consistently encourage communication and interaction with peers, as well as myself, to engage in discussions that incorporate different points of views and beliefs.

Students learn from each other and from the modeling of behaviors by other students and adults. No two people are the same; neither are students' needs, and I bring that understanding into my classroom. Although students may have similarities, each relationship must fit the needs and personal challenges of the students. By developing an honest bond with students, I can encourage them to stay engaged in the class as they feel supported and motivated. Running your class with an "open door policy" nurtures your student and the relationship will establish not only trust, but a bond between mentor and student. A teacher should be a leader who guides students to come up with their own answers to be able to consistently perform at higher levels.

Personal Attributes

Skilled in many disciplines such as Information Technology, Computer Science, Programming, Web Development, Networking & Telecommunications, Databases, Virtualization, and Information Security.

Dedicated educator with over 22 years of teaching experience.

Respected professional and leader in training, developing and monitoring programs while assessing the effectiveness.

Ability to excel in a demanding, outcome-oriented, and dynamic work environment.

Excellent motivational and instructional skills with the ability to teach in an online and classroom learning environment.

Skilled in developing supplemental learning materials that promote student success.

Unique visionary with ability to identify key issues and transition problems into solutions.

Results-focused leader with expertise developing education and training curriculum for a wide variety of subject areas.

Resourceful and creative thinker that is effective at providing quality instruction while fostering a positive learning environment for all students and staff.

Apply a variety of teaching styles and adapt instruction to students with diverse learning styles.

Possess leadership and teamwork skills in highly stressful, time-sensitive, detail-oriented, diverse work environments.

Practiced communicator able to influence at all levels and maintain interpersonal and client relationships.

Formal Education

M.S., Information Technology (Information Security and Assurance)	2012
Carnegie Mellon University, Pittsburgh PA	

M.S., Instructional Technology	1998
Bloomsburg University of Pennsylvania, Bloomsburg PA	

B.S., English Education	1994
Indiana University of Pennsylvania, Indiana PA	

Licenses and Certificates

ServiceNow Certified Application Developer	May 2019
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ServiceNow Certified Systems Administrator	May 2019
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CompTIA Security+ Certification	September 2018
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ITIL Foundations Certification	November 2013
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VMWare Certified Associate – Cloud	November 2013
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Educator Experience

Adjunct Instructor

Southwestern College, Winfield KS

2018 – Present

Facilitated online courses using the Blackboard Learning Management System.

Participated in regular faculty meetings and training activities.

Delivered weekly Zoom-based course lectures and office hours.

Helped students succeed through a scaffolding approach for project-based assignments.

Courses taught:

CPT 385 Introduction to Computer Programming

Students learn the fundamental logic, design and applications software required to enter the Computer Programming Technology (CPT) degree program. An overview of computer programming logic, structures, documentation, design, and the planning process is presented.

CPT 422 Hypertext Markup Language Programming

In this course, students will learn the latest HTML5 and CSS3 standards and explore the principles of good Web page design through the creation of real-world Web sites.

CPT 421 Java Programming Principles 1

This course presents Java object-oriented programming logic and fundamental techniques –from the basic concepts of primitive data types, operations, and control statements, to user defined methods, objects, classes, class inheritance and GUIs – to construct robust business solutions.

Online Adjunct Instructor

Colorado State University Global Campus, Aurora, CO

2013 – Present

Instructed online courses using the Canvas Learning Management System.

Contributed to faculty meetings and continuing education training activities.

Supplemented course materials with real-world examples of security incidents.

Facilitated participation in professional organizations and industry-specific resources.

Courses taught:

IT350 Information Systems and Security

This course enhances students' skills in the area of security, planning, cryptology, and security technologies. Prepares students for CompTIA Security+ certification exam.

IT360 Introduction to Cyber Security and Digital Crime

This course provides an introduction to cyber security and digital crime to students and information technology professionals interested in information security. Students will learn about information security threats, dangers, and risks that organizations face in the workplace as well as gain the ability to analyze potential vulnerabilities that can have an adverse impact on digital assets.

IT439 Virtualization Technology Fundamentals

In this course, students are introduced to the basic concepts of computer virtualization. Students will begin the course by learning about mainframes and then move onward to information regarding the latest computing technologies. Students are introduced to the current software offerings, which provide the virtualization layer.

Taught online courses using the Brightspace Learning Management System.

Completed training activities and participated in regular faculty meetings.

Developed stand-alone video demonstrations to support complex programming assignments.

Courses taught:

IT 340 Networking and Telecommunications Management

This course provides an in-depth knowledge of data communications and networking theory concepts and requirements relative to telecommunications and networking technologies, structures, hardware, and software.

IT 365 Operating Environments

Students learn about operating environments used in today's business computing environments, including enterprise level systems down to mobile devices. They also gain an understanding of the components in an operating system and how they interact with each other and with system hardware and application software.

Developed all course materials for this on-ground course.

Prepared real-world examples of standards-based applications and provided access to students. Utilized relevant technology to support instruction.

Encouraged and monitored the progress of individual students and provided appropriate feedback on work.

Courses taught:

IS 2560 Web Technologies and Standards

This course is about the various technologies that we use to build Web applications. It is focused on preparing students for enterprise applications and thus focuses more on Java based back ends. It also introduces students to the vagaries of information technology standards.

Taught for the School of Computer Science and the School of Information Science and Technology.

Designed and configured a computer lab for developing in C++.

Guided students through application development both in class and through one on one labs.

Maintained accurate and complete records of students' progress and development.

Courses taught:

CMPS 101 Introduction to Computer Science

Properties of algorithms, languages, and notations for describing algorithms, applications of a procedure-oriented language to problem solving.

Scholarly and Professional Presentations

Conference Presenter, ServiceNow Knowledge

May 2018

Conference Presenter, Microsoft Higher Education Conference

January 2008

Industry and Professional Experience

Senior ServiceNow Developer

2020 – Present

ICF, International, Fairfax, VA (Remote)

Specialized in Service Portal development using web technologies such as Angular, JavaScript, and CSS.

Delivered rich web experiences to meet accessibility requirements.

Served as subject matter expert for the development team regarding ITIL practices and ServiceNow development.

Led development for a custom vendor risk management application for the Department of Health and Human Services

Performed bug fix and feature enhancement work on a rapid ad hoc basis

ServiceNow Developer

2018 – 2020

KForce, Inc., Reston, VA (Remote)

Led the development for a custom web application supporting internationalization of both currency and language features and which is used in approximately 86 countries.

Managed projects including scoped applications, Service Portal development, and custom widget design.

Provided cross-platform integration using REST API.

Actively contributed to development best practices, sprint planning, and client testing and project acceptance.

ServiceNow Developer / Administrator

2015 – 2018

Carnegie Mellon University, Pittsburgh, PA

Delivered custom applications for web-based access to support tickets, requesting IT-to-IT services, and managing assets for university departments

Served as lead programmer for the team delivering ServiceNow.

Supported ServiceNow platform modules including ITSM (Incident, Knowledge, Problem, Request), ITBM (Performance Analytics, Agile, PPM), NOW Platform (Mobile, Flow Designer, Studio, Service Portal).

Performed software architecture tasks for ongoing development of the ServiceNow platform, including defining requirements, writing specifications, and assigning work to the development staff.

Manager, Media Technology Infrastructure Support and Services

2012 – 2015

Carnegie Mellon University, Pittsburgh, PA

Supervised a team of five full time staff.

Led development of A/V control software for Crestron-based room control systems, performing code reviews and approving code implementation tasks.

Managed budgets, approved purchases, and expenditures, and developed equipment maintenance and refresh plans.

Senior Systems Engineer, Storage and Virtualization

2010 – 2012

Carnegie Mellon University, Pittsburgh, PA

Worked as primary administrator for a centralized infrastructure delivering Dell Equallogic Storage Area Network (SAN) devices totaling 260 terabytes of storage.

Deployed virtual machines, performed upgrades, and provisioned hosts.

Windows Systems Administrator

2006 – 2010

Carnegie Mellon University, Pittsburgh, PA

Specialized in configuring highly available systems using Windows Server 2008 Failover Clustering.

Systems Administrator and Technical Developer

2004 – 2006

Five Star Development, Pittsburgh, PA

Administered LAN and server operations, including Windows server technologies (Exchange, SQL, IIS), Voice over IP service, wireless LAN service, virtual private network (VPN) services, and Cisco PIX Firewall.

Experienced in coding in JavaScript for large-scale e-learning projects for clients such as Visa USA, US Steel, and PNC Bank.

Instructional Development Specialist/ IT Manager

1998 – 2003

Penn State Beaver, Monaca, PA

Served as the first IT Manager at this campus.

Built IT staffing and office practices from the ground up.

Provided primary support for computer labs, networked computing, and classroom technology.

Supervised student computing staff and contract employees for all IT operations, including hiring, performing evaluations, training, and assigning duties.

Entrepreneurial Experience

Founder & Developer

2020 – Present

M & Q Consulting, LLC, Pittsburgh, PA

Delivered contract services for web design and ServiceNow clients.

Web Designer & Consultant

2013 – Present

Industrial Athletics, Pittsburgh, PA

Supported the founding of the business through business planning and technical consultation.

Designed a website and blog.

Developed social media and client communications strategies.

Web Designer and Technical Consultant

2012 – 2018

First Comes Health, LLC, Pittsburgh, PA

Supported the founding of the business through business planning and technical consultation.

Developed a website and blog.

Provided ongoing support for the website and point of sale transactions.

Business and Technical Training

ServiceNow Scripting Fundamentals ServiceNow Learning	July 2020
ServiceNow Service Portal Development ServiceNow Learning	April 2017
ServiceNow System Administrator Fundamentals ServiceNow Learning	February 2015
InfoCOMM Certified Technology Specialist (CTS) InfoCOMM	May 2014

Memberships and Affiliations

Committee Chairman Gateway Towers Condominium Association Technology Committee	2018 – Present
Founder and Organizer Pittsburgh ServiceNow Developers Meetup	2017 – Present
Member Western Pennsylvania ServiceNow Users Group	2015 – Present

Community Service and Social Contributions

Athlete and Member of the Advisory Board Industrial Athletics/ CrossFit Alloy	2014 – Present
Member American Mensa	1999 – Present
Borderlands Press Novel Writing Bootcamp	2010, 2016
Member of the Board of Directors Pittsburgh Downtown Neighborhood Association	2006 – 2008

Conferences Attended

ServiceNow Knowledge Conference	2015, 2017, 2018, 2020
InfoComm 2014, Las Vegas	June 2014
Educause Learning Technology Leadership Institute, Atlanta	June 2012
VMworld 2010, San Francisco	August 2010
TechMentor, Orlando	February 2010

Awards and Honors

ServiceNow Knowledge17 Hackathon Winner	May 2017
Carnegie Mellon University staff “Andy Award” for innovation	June 2010
Penn State University “Penn Stater of the Quarter” award	August 2001

Highly Competent Subject Areas

Software:

Microsoft Office Suite
ServiceNow cloud platform development
JavaScript
CSS
Angular
Bootstrap
Flexbox
JSON
SQL
Microsoft Windows Server
VMWare vSphere
Agile
Zoom
Webex
Skype
Microsoft Teams
Slack
Cisco Telepresence

Learning Management Systems:

Canvas
Brightspace
Blackboard
Schoology
eCollege

Subject Matter Expert:

Software Development
Web Development
Database Management
Database Design and Development
Information Security
Telecommunications
Instructional Design
Instructional Technology

References

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