

Richard Albee

Ralbee1@iwu.edu ❖ (815) 980-6278 ❖ Madison, WI

WORK EXPERIENCE

Moxe Health

Feb. 2022 – Current

Senior Technical Support Engineer (Lead System Engineer)

Madison, WI

- Led a team of 4+ software developers on the Engineering Support team to identify and resolve software application bugs, develop missing product features, and optimize application performance and reliability.
- Recovered over 5 million in lost revenue by engineering data workflows to creatively resolve production incidents, implementing process improvements focused on meeting customer expectations, and automating system toil.
- Lead Python architect for internal tooling application automating work across three departments. Streamlined designing of internal tools with component-based architecture for managing auth, environment, auto-updating, distribution, user-friendly GUI, and dedicated modules for internal infrastructure stack (S3, DynamoDB, Secrets Manager, Camunda, SQL Databases, APIs, Jenkins, Jfrog Artifactory, Jira, Salesforce, and in-house APIs).
- Rearchitected previously unscalable Support processes across products collectively processing millions of patient medical records, reducing the required staffing levels and the required technical skill set of the Support team.
- Initiated cross-departmental initiative bringing supportability and scalability of non-functional product design requirements into the design phase of future product development, easing release transitions into production.

Credit Union National Association

June 2019 – Feb. 2022

System Administrator | Service Desk Manager

Madison, WI

- Successfully led Service Desk team of 3; coordinated SLA and KPI improvement initiatives by elevating documentation standards, refining SOPs, handling all customer-facing escalations, and training initiatives.
- Orchestrated cross-departmental initiative to track the untracked independent hiring of each department's employees, contractors, and temps into one centralized database. Subsequently utilized this database to develop security reports, asset tracking reports, and the automatic synchronization of current staff into Active Directory.
- Implemented a Jira-based asset-management system and subsequently implemented refined SOP's for maintaining companies' assets. New license management practices translated to a \$33,000 per-year cost savings.
- Automated On-off-boarding of employees by designing an MDT server and utilizing PowerShell to connect Active Directory, O365, Skype for Business (Teams), Okta, Salesforce, and Jira environments. As a result, increased Service Desk productivity by 6 hours per employee onboarded, and 1 hour per offboarded employee.
- Developed server resource utilization, security, server and web uptime, and web certificate monitoring.

Illinois Wesleyan University

Aug. 2013 – May 2017

Desktop Support Engineer / IT Help Desk Team Lead

Bloomington, IL

- Hired, trained, and managed a team of 12 to provide level 1 helpdesk support, involving the troubleshooting and escalation for software, hardware, AV support, workstations, printers, and personal device issues.
- Independently resolved level 3 support escalations for helpdesk servicing 2000+ end users and 500 workstations.

EDUCATION

Illinois Wesleyan University

Bachelor of Arts, Psychology

Bloomington, IL

- Dean's List, IT Coursework: JavaScript, HTML, CSS, C++, Statistics, Premed
- Volunteering: IWU Autism Social Group, Retirement Holmes, Psychology Research Studies

SKILLS & INTERESTS

- **Skills:** PowerShell, Python, AWS, Microsoft O365, API, Data Reporting, SQL, VPNs, EHRs, Active Directory, Group Policy, IAM, Okta, Jira, MDT/WDS, Server Management, Automation, Process Improvement, Mentoring
- **Interests:** Archery, Boulderling, Indoor Gardening, Home Automation, Chess, Board Games, Biking