Richard Albee

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SUMMARY

Driven technical lead looking for the next challenge after completing a directive to position Moxe Health's support team to scale. Rearchitected support practices, engineered support tools, created data reporting workflows, and led business initiatives resulting in exponentially reduced required support team staffing levels and technical skill sets.

WORK EXPERIENCE

Moxe Health   Feb. 2022 – June 2023

Senior Technical Support Engineer (Operations Team Lead)   *Madison, WI*

- Led a production team of 4+ developers through scrum development process, coordinating requirements from subject experts, to develop product features, resolve software bugs, and resolve performance bottlenecks.
- Lead Python architect for internal tooling application automating thousands of hours of work across four departments. Developed modules for managing auth, environment, auto-updating, user-friendly GUI, and packaged tooling deployments across infrastructure stack: (AWS Secrets Manager, Dynamo DB, S3, Camunda, PostgreSQL DBs, APIs, Jenkins, Jfrog Artifactory, Jira, Salesforce, Grafana, Sumo, PyPi)
- Recovered $5,000,000+ in lost revenue by engineering ETL workflows creatively resolving production incidents, automating system toil, and implemented process improvements focused on ensuring customer SLAs are met.
- Rearchitected and implemented new Support processes across Moxe's products processing millions of patient medical records, exponentially reducing required staffing levels and technical skill set of the Support team.
- Designed Power BI, Tableau, and Excel reports for scoping and financially quantifying production incidents.

Credit Union National Association   June 2019 – Feb. 2022

System Administrator | Service Desk Manager   *Madison, WI*

- Led Service Desk team of 3; coordinated SLA and KPI improvement initiatives by elevating documentation standards, refined SOPs, handled customer-facing escalations, and designed Jira Service Desk workflows.
- Managed on-prem web servers, VMs, VPN, D365, Azure AD, Okta, O365, Jira, and Salesforce environments.
- Automated on-off-boarding user account creation process via PowerShell across AD, O365, Teams, Okta, Salesforce, and Jira. Automated workstation imaging process with MDT/WDS servers, group policy, PowerShell, and custom application packaging – Saving 6 hours per onboard and 1 hour per offboard.
- Orchestrated cross-departmental initiative tracking independent hiring of each department's employees, contractors, and temps into one centralized database. Synchronized database with Active Directory users.
- Migrated internal company website from SharePoint 2016 to SharePoint Online. Created Wikipedia Site.
- Designed a Jira-based asset-management system. Refined asset management SOPs saving $33,000 per year.

Illinois Wesleyan University   Aug. 2013 – May 2017

Senior Desktop Support / 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.

Technical Skills

Data Engineering: SQL, PostgreSQL, Dynamo DB, AWS, Python, APIs, Tableau, Excel, PowerBI
Languages: PowerShell, Python, Bash, YAML
Other Domains: Github Actions, AWS, O365, AD, VPN, SharePoint, Jira, Okta, VMs, Jenkins, Grafana, Sumo

EDUCATION

Illinois Wesleyan University

Bachelor of Arts, Psychology   *Bloomington, IL*

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