

## KEITH J. RICHARDSON

**OBJECTIVE** To utilize my diverse background to help businesses succeed and grow through the proper use and implementation of technology

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**SKILLS & ABILITIES** Technology skills include: Acumatica ERP, ASP.Net Web Forms & MVC, WPF, WebAPI, C#, VB.Net, Xamarin Android Development, PHP, Microsoft Windows Server, Hyper-V, Exchange, SharePoint, Office 365, Azure, VMWare, EqualLogic SAN, Microsoft SQL, RedHat Linux, SonicWALL, FortiGate & Other Layer2/3 networking, Dell/Quest Software (Identity Manager, Password Manager, ARS, Change Auditor), Project Management, Solution design and architecture.  
Active Top Secret Security Clearance  
Current Acumatica Developer MVP

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**EXPERIENCE** **APPLICATION SYSTEMS ARCHITECT, HAUN WELDING SUPPLY**

May 2017 through Present

- Provide architecture and design of Information Technology initiatives and upgrades, including implementation of a new Hyper-V Virtual cluster, Disaster recovery replication, Veeam backup and replication.
- Replacement and support of 22+ sites with FortiGate Security Appliances and FortiVoice Enterprise VOIP phone system
- Perform technical mentoring and assistance for IT department staff
- Acumatica ERP Development of custom business software to perform tracking and billing of over 150,000 gas cylinders sales and rental, replacing legacy green screen ERP system.
- Android mobile app development using Xamarin and WebAPI Web Services

**INDEPENDENT SOFTWARE/IT CONSULTANT**

July 2006 through Present

- Network/IT Consulting and .NET development services for businesses from 4-300 employees in the Syracuse, NY area.
- Developed Android mobile app (Xamarin C#) that integrates through WebAPI web services to customer pick database (Provide X) to replace existing Windows CE handhelds and allow for live data updates.

**SENIOR CONSULTANT, ZIGABYTE CORPORATION**

April 2016 through 2017 full time, 2017 to present (part time/per diem)

- Installation and configuration as a subcontractor for Dell Software/Quest Software/One Identity for One Identity Manger, Password Manager, and Quick Connect in the private and public sector, including Defense departments.
- Architect, design, plan, develop, and deploy Identity Management implementations for multiple large scale deployments, including a 400,000 user AD/Office365 environment
- Work with project management to ensure deliverables are met in a timely manner
- Software development using C# and VB/.Net to provide custom scripting and development through Identity Manager to implement the architecture and design
- Build custom web services through Password Manager to implement Identity Manager integration using a custom student registration portal
- Custom software development utilizing C# .Net to provide out-of-box interfaces and solutions. Applications developed include Windows Services, Console applications, and WebAPI interfaces handling both REST and SOAP calls

#### **SR. IT SECURITY ANALYST, FRONTIER COMMUNICATIONS**

September 2014 through April 2016

- Design and implement Dell One Identity Management (D1IM) system through the enterprise with Dell Engineers. Designed and developed a multi system HR aggregate to serve as integration point into D1IM
- Senior level development and support of C# and VB.Net applications, including architecture, design/requirements and mentoring for the D1IM system and other .Net development projects. Performed code review and project guidance for development team.
- Performed high level architecture and design services for the Identity Management system as well as other connected systems after Dell architecture was disengaged from the project.
- Development of integration and automation components for Active Directory, HR information, and application provisioning using C# and VB.Net utilizing a combination of custom development and D1IM integrated development

#### **DIRECTOR OF IT, UNITED AUTO SUPPLY OF SYRACUSE**

December 2013 through September 2014

- Oversee network environment and day to day support for 15 retail locations using a SonicWALL VPN network and Avaya IP Office centralized phone system
- Work with vendors to complete projects and upgrades on the IBM AIX Universe ERP and migrating to a new Document Imaging System
- Maintain a multi node Windows Hyper-V failover cluster using EqualLogic Storage running Windows and Linux guests
- Development of applications using Microsoft .Net 4.5 and MVC and WPF

#### **DIRECTOR OF TECHNOLOGY, CONSOLIDATED MANAGEMENT SYSTEMS, INC**

November 2011 through December 2013

- Development of Windows WPF Point of Sale System for Syracuse Regional Taxi Airport Taxi with integrated web enabled back end

- Developed IT Consulting business through gaining key partnerships and certifications through Microsoft (Silver Certification), Dell (Preferred Partner), Barracuda Networks and AVG
- Provided advanced level Microsoft and Dell support to businesses with employees ranging from 100 to 3000+ users
- Worked with customers to evaluate their current environment and work through their technology struggles to develop proposals to remedy them through the use of new technology
- Installed multiple Dell PowerEdge and EqualLogic virtualized solutions utilizing Microsoft Hyper-V. Migrated multiple complete environments from physical or VMware to Hyper-V.
- Performed upgrades from Exchange 2003 to 2010, Microsoft SBS to Exchange 2013, as well as from Exchange on premise to Office 365
- Stabilized networks of multiple businesses using SonicWALL hardware and redundant internet connections to provide network stability and uptime. Worked with multiple vendors on MPLS solutions to combine with the SonicWALL network
- Oversaw the hiring and supervision of support engineers

#### **CONSULTANT / INFORMATION AND COMMUNICATION TECHNOLOGIES GROUP**

April 2010 – November 2011

- Worked as a consultant with ICTG to provide desktop and server support to multiple clients in the Central New York area
- Utilized VMWare ESXi to begin virtualization initiatives at multiple clients
- Implemented Active Directory and Exchange in new environments
- Provided advanced level Microsoft support to many businesses, including an audit, recommendation, and implementation of group policies for a 3000+ computer environment
- Provided ASP.Net development services using DotNetNuke

#### **ASSISTANT DIRECTOR OF IT / TECHNICAL ENGINEER III – CAZENOVIA COLLEGE**

February 2004 – April 2010

- Primary network and telecommunication support for a campus of 900+ students
- Performed yearly budget analysis and project planning for the capital projects
- Supervised 4 full time staff as well as multiple student support staff members
- Performed server and desktop support tasks
- Server support for Windows Server 2003/2008, Exchange 2003/2007.
- Begun virtualization initiative using Dell Equallogic and Citrix XenServer
- Lead the project to implement a new telephone system to replace the existing campus phone system from an Ericsson to a NEC 2400 IPX using E1 DRU and SIP

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EDUCATION /  
CERTIFICATION

**ACUMATICA DEVELOPER MVP, 2019 - PRESENT**

Acumatica ERP Developer Program. Assist developers with Acumatica questions and publish blogs and videos on Acumatica's developer website.

**[HTTPS://WWW.ACUMATICA.COM/BLOG/AUTHOR/KRICHARDSON/](https://www.acumatica.com/blog/author/krichardson/)**

**FINGER LAKES COMMUNITY COLLEGE, 2018 - PRESENT**

Major in Computer Information System. Cumulative GPA 3.947

**MICROSOFT CERTIFIED SOLUTIONS ASSOCIATE: WINDOWS SERVER 2012, 2013**

Completed MSCA: Windows Server 2012 in December 2013.

**DELL ONE IDENTITY MANAGEMENT, 2015**

Identity Manager Basics, Customization and Troubleshooting, and Web Designer

**DELL STORAGE CERTIFICATIONS, 2013**

EqualLogic Sales, EqualLogic Technical, Compellent Top Gun Storage Sales, and Compellent Top Gun Storage Architect Technical

**MICROSOFT CERTIFIED TECHNOLOGY SPECIALIST, 2012**

Completed Microsoft Certified Technology Specialist: Windows Server 2008 R2, Server

**CERTIFIED SONICWALL SECURITY ADMINISTRATOR, 2009 & 2012**

Achieved the Certified SonicWALL Security Administrator status in January 2009 and then again in October 2012.

**CAZENOVIA COLLEGE – BUSINESS MANAGEMENT, 2009-2010**

Enrolled in courses while working at Cazenovia College for Business Management. Classes included marketing and management classes.

**CERTIFIED NEC NEAX2400 SYSTEM ADMINISTRATOR, 2000**

Certified in NEC 2400 PBX system administration in April 2000.

**ROCHESTER INSTITUTE OF TECHNOLOGY – COMPUTER SCIENCE, 1998-1999**

Begun work on my Computer Science Degree at RIT

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