Race Vanderdecken

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828 290 4446

**Proactive Professional Problem Solver in IT or Otherwise**

A dynamic leader, mentor, collaborative team leader, and inventor with 20+ years of problem-solving in product leadership in an entrepreneurial environment for software and non-software arenas. As a seasoned professional with a diverse skill set, I am driven by a passion for solving complex challenges and driving innovation. With a foundation in Python, cloud computing, technical leadership, and project management, I am committed to delivering practical solutions that optimize operations and achieve business goals in and outside the IT world. I am looking for work where I can solve problems in any area, such as manufacturing and production environments.

**Key Skills**

Analytical: Proficient in analyzing system problems, troubleshooting, and continuous improvement.

Self-motivated: Driven to excel, take initiative, and adapt to evolving technologies and challenges.

Detail-oriented: Known for meticulous attention to detail in problem-solving and configuration management.

Technical Leadership: Adept at leading cross-functional teams and fostering collaboration to meet project objectives.

Sales & Marketing: Experienced in leveraging technical knowledge to support sales and marketing efforts.

Python: Programming skills in Python, enabling automation and data analysis.

Cisco Networking Academy: Proficient in networking fundamentals and cybersecurity principles.

Object-Oriented Design & Programming: Familiar with C/C++ OOD & OOP concepts in software engineering.

Microsoft Office Suite: Skilled in Word, Excel, PowerPoint, Project, and Visio.

Freshworks Freshservice, Freshcaller, Freshdesk, and Freshchat certified.

**Professional Development 2020 to Present**

Freshworks Freshservice Expert Certified 2024

Freshworks Freshcaller Expert Certified 2024

Freshworks Freshdesk Expert Certified 2024

Freshworks Freshchat Expert Certified 2024

Python, 2023

AWS Certified Solutions Architect - Associate, 2022

CompTIA Security+, 2022

Cisco Networking Academy – Introduction to Cybersecurity, 2022

Google Project Management Professional Certificate, 2021

Google Data Analyst Professional Certificate Coursera, 2021

IBM Applied Data Science with R, 2021

IBM Operating Kubernetes on IBM Cloud, 2021

IBM Python for Data Science and AI, 2021

Master Agile Software Development (44 hours) LinkedIn Certificate, 2021

Google IT Automation with Python Professional Certificate, 2021

Google IT Support Professional Certificate, 2020

Additional badges and certifications are available at www.credly.com/users/race-vanderdecken

With a proven ability to adapt and excel in dynamic environments, I am ready to leverage my technical expertise and leadership skills to tackle your organization's most pressing challenges and drive innovation in IT and non-IT environments.

**Professional Experience**

**Flycast Partners,** Remote, NC | July 2024–February 2025

Certified expert in Freshservice, Freshcaller, Freshdesk, and Freshchat implementations. Experienced in comprehensive Freshservice deployments, including automation workflows, API integrations using Python, custom objects, and tailored service catalogs and items with dynamic forms. Worked independently and in teams. All work was done remotely.

Proven expertise in configuring and optimizing:

* Extensive experience in creating custom forms, service catalogs, and service items and automating service requests through API calls and custom objects.
* Automation workflows, supervisor rules, scenario automations, scheduler functions, email commands, and canned responses.
* Custom forms, business rules, form templates, tags, field manager, closure rules, and structured onboarding/offboarding processes.
* SLA/OLA policies, business hours, asset types and fields, product catalogs, locations, monitoring tools, and alert systems.
* AI-powered chatbots, workspace management, email notifications, mailbox configurations, service desk rebranding, credentials management, leaderboard, and change management.

Provided comprehensive training sessions to administrators, agents, and requesters to ensure effective utilization and alignment of Freshservice capabilities with organizational objectives.

Successfully completed an extended Freshservice implementation contract, delivering targeted solutions that enhanced user experience, streamlined service operations, and improved overall productivity.

Writing a technical manual, “Mastering Freshservice Implementations,” as a book for Amazon.com

**Vanderdecken Consulting,** Hendersonville, NC | 2019 –July 2024

* Freshservice Implementation Specialist consulting. Freshservice Expert certified implementor. Freshservice API calls with automatons, service catalogs and service items, custom objects, and automation workflows. Created custom forms.
* The backing of a knowledgeable, certified ITSM team of architects through my relationship with ZestCo.uk.
* Experience with flow design, role configuration, service management, user management, and custom form design.
* Able to make Freshservice API 2.0 calls using Python 3
* Architected and programmed a system and app for tipping without a card reader.
* Gig Economy Work as a Notary Public
* Wrote a book on dating etiquette, “Dating in the Art & Style of a Gentleman” (available on Amazon)

Returned to college degree work from 2015 to 2018.

* University of North Carolina and Blue Ridge Community College.

**The Untrained Brain Co.,** Hendersonville, NC | 2009 – 2015

**Entrepreneur Consultant**

Accomplished projects, including Ride Voyager (2014 – 2015) and Antiques Dealer & Screenwriter (2009-2014).

* Produced a business and market analysis report about using motor coaches to replace regional airline aircraft in short-haul markets.

OEM Services Consultant, Microsoft, Redmond, WA | 2008 –2009

**SSDE Team Leader**

* Improved the performance of the Windows customer startup experience on OEM computers by analyzing systems and recommending changes.
* Enhanced initial customer Windows interactions. Raised overall customer satisfaction by driving Executive level acceptance.
* Engagement globally with the OEM PC manufacturers.
* Developed strong relationships with HP, DELL, ACER, ASUS, Lenovo, Samsung, Sony, and Toshiba. Hosted OEM partners while in the country or on campus.
* **Education**
* **Bachelor of Information Sciences: Applied Management Information Systems with Operations Management,** University of North Carolina (UNC) at Pembroke, Pembroke, NC, Aug 2016 – Dec 2018. 3.8 GPA Magna Cum Laude
* **Associate degree in Brewing, Distillation, and Fermentation,** Blue Ridge Community College, Flat Rock, NC,
* Aug 2015 – Dec 2016. 3.97 GPA.
* **Computer Science** – The University of Dayton and the University of California at Irvine; unfinished bachelor’s
* **Associate of Science - Engineering Studies,** Sinclair Community College, Dayton, OH. 3.71 GPA

**Past Experience**

Before 2009, I delivered impactful technology consulting through roles such as OEM Services Consultant at Microsoft, where I significantly improved the Windows startup experience for OEM customers globally. As an entrepreneur and product development expert at The Untrained Brain Co. (2002–2008, 2002–2015), I managed diverse projects, including developing surveillance technologies, innovative audio-streaming solutions, and automated system monitoring tools. My extensive background includes successfully managing product life cycles, driving software development initiatives, and enhancing customer interactions through targeted technical innovations.