Race Vanderdecken

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**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 IT and non-IT system problems, troubleshooting, and continuous improvement.

Self-motivated: Driven to excel, take initiative, and adapt to evolving technologies and challenges. Cloud Computing: Proficient in AWS Cloud Best Practices, EC2, S3, VPC, Lambda, RDS, DynamoDB, and cloud systems administration.

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.

Agile Methodology: Experienced in Agile software development practices and change management.

Data Analytics: Proficient in business statistics, data analytics, and data privacy and security.

Project Management: Skilled in project planning, execution, and monitoring, ensuring on-time and within-budget delivery.

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

Python: Strong programming skills in Python, enabling automation and data analysis.

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

Object-Oriented Design & Programming (OOD & OOP): Familiar with OOD & OOP concepts in software engineering.

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

**Professional Development 2020 to Present**

Freshworks Freshservice Expert Certified Administrator 2023

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**

Vanderdecken Consulting, Hendersonville, NC | 2019 –Present

* Freshservice Administrator and Implementation Specialist consulting. Freshservice Expert certified administrator. I have done Freshservice API calls with Python, custom objects, and automation workflows. Created custom forms.
* The backing of a very 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.
* Did reports and dashboard designs. I have experience with asset management, automation & productivity, and IT operations management in Freshservice.
* Able to make Freshservice API 2.0 calls using Python 3
* Architect and Swift programmer for system and app to allow tipping without a card reader.
* Gig Economy Work.
* Wrote a book on dating etiquette.

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.

The Untrained Brain Co., Hendersonville, NC | 2002 – 2008

**Entrepreneur Consultant**

Managed product development life cycle, including requirement gathering, analysis, development, and product delivery.

* Key Projects:
	+ International Surveillance Technology (2006 – 2008)
		- Built a man-portable Video/Audio Surveillance System for a US law enforcement agency (DEA, Secret Service), working as the Architect and Project Manager.
	+ NetSolus (2003 – 2006) products.
		- Enhanced Asterisk PBX call & voicemail features improved networked storage systems.
		- I created a new G.711 to G.729 Codec in C for an audio streaming server solution to record call center agents and customer interactions using Asterix, saving server hardware costs.
	+ WebVoIP (2002 – 2005)
		- Developed SNMP polling software using object-oriented PERL (with classes) for RRDTools for the real-time charting of call traffic, call detail records, costs, and sales (WebVoIP). Based on Open-Source software.
		- Contributor to open-source RADIUS software. Resolved security defects.
	+ Director of Software Development, Pluto Home (2002 – 2003)
		- Led a team of 12 developers. Acted as a project manager and oversaw the entire end-to-end technical aspects of customer relationships.
		- Guided investors on production schedules, product development, design, quality control, and hardware acquisitions for this home automation software development company.

**Past Experience**

Pace Micro, Boca Raton, FL | Software Architect, and Software Engineer C/C++ | 2001 – 2002

Chordiant Software, Mountain View, CA | Sales Engineer and Solutions Consultant | 1999 – 2000

Intellivoice Communications, Atlanta, GA | Software Architect, Senior Technical Lead, C/C++ | 1997 – 1999

Multiple Organizations | Software Architect and Team Lead, C/C++ Software Engineer, Technical Lead, Staff Engineer

**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

**Associates of Science - Engineering Studies,** Sinclair Community College, Dayton, OH. 3.71 GPA

**US Patents**

5,325,527: Client/server communication system utilizing a self-generated nodal network, June 28, 1994.

5,454,102: Method and apparatus for transferring structured data using self-generated node network, Sep 26, 1995.

5,630,060: Method and apparatus for delivering multi-media messages over different transmission media, May 13, 1997.