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, Freshchat

**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

* Freshservice Implementation Specialist consulting. Freshservice, Freshcalller, Freshdesk, and Freshchat Expert certified implementer. I have done Freshservice API calls with Python, custom objects, and automation workflows. Created custom forms.
* Implemented full Freshservice implementations to include workflows, on/offboarding, alarms, and all the rest.
* Laid off due to lack of customers.
* Trained Administrators, Agents, and Requesters.
* Experienced in automating service requests, setting up SLA policies, configuring AI-powered chatbots, and optimizing the service catalog for improved user experience.
* Proficient in designing and implementing structured onboarding and offboarding processes to streamline employee transitions.
* Strong problem-solving abilities and a strategic approach to aligning Freshservice capabilities with business objectives.
* Able to create custom apps using the Freshworks Developer Kit (FDK)

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

* Freshservice Implementation Specialist consulting. Freshservice Expert certified implementor. I have done Freshservice API calls with Python, 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
* Architect and Swift programmer for system and app to allow tipping without a card reader.
* Gig Economy Work.
* 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**

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

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 – 2001

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

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

**US Patents**

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

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

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