**RACE VANDERDECKEN**

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**PROGRAMMER | ENTREPRENUER CONSULTANT**

*CompTIA Security+ Certified*

United States Army Veteran poised to be **an Information Technology Professional** leveraging 15+ years of experience in system and network security and quality assurance. Adept at leading teams of 200 personnel in a dynamic, fast-paced environment. Possess a comprehensive background in data and computer science tools, Python scripting, data wrangling, and technological infrastructure. Focused on maintaining high levels of accuracy and efficiency, as well as achieving project implementation and IT infrastructure goals. Managed risk to protect property and equipment. Career supported by a Bachelor of Interdisciplinary Studies and various IT certifications and certificates.

* Software Updates
* IT Management
* Data Analytics
* Hardware Installations
* Information Security
* Problem-Solving
* Conflict Management
* Policy Implementation
* Customer Service

**PROFESSIONAL EXPERIENCE**

**The Untrained Brain Co. – Hendersonville, NC 2009 – Present**

**Entrepreneur | Loan Signing Agent | IOS Programmer**

Facilitated direct customer service for loan and refinance signings and a general notary public doing work for home refinancing and created an IOS application to simplify tipping workers.

* Created a business and market analysis report about using motor coaches to replace regional airline aircraft in short-haul markets; directed 3 projects, Ride Voyager, Antiques Dealer, and Screenwriter
* Helmed models in MVC development of delegates for updating model information and created hybrid apps; created various views, table views, customized views, and popovers
* Created a design built to assist the user while making the experience engaging; worked in Agile methodology and with the team and reported project progress weekly
* Engaged programming community analysts for feedback to support, impact, and redefine the core of the business automation objectives, cultivating future collaboration opportunities

**SelectQuote.com – Hendersonville, NC 2020 – 2021**

**Medicare Insurance Producer**

Ensured adherence with federal laws to process Medicare billing, inquiry handling, coding, and compliance as a Licensed Life, Health, and Medicare Insurance Producer.

* Analyzed and processed rejected claims by investigating and gathering information to determine the error; negotiated settlement of claims up to designated authority level and disbursed claim payments
* Calculated and assigned appropriate reserves to claims and continues and continues to monitor reserve adequacy throughout the life of the claim with zero audit findings
* Directed an insurance operation plan valued at over $350K, streamlining multiple accounts; piloted a research and development program expansion managing several system applications with zero audit findings

**Microsoft – Redmond, WA 2008 – 2009**

**SSDE Team Leader, OEM Services Consultant**

Improved the performance of the Windows customer startup experience on OEM computers, analyzed systems, and recommended changes to the Director.

* Collaborated with International OEM PC manufacturers to improve initial customer Windows interactions and increased overall customer satisfaction rating from a 3 to a 4
* Directed positive customer relationships with HP, DELL, ACER, ASUS, Lenovo, Samsung, Sony, and Toshiba; hosted OEM partners while in the country or on campus
* Prioritized and coordinated key engagements with strategic-level customers and direct reporting units, collaborating with 1,000+ lab-test members and increasing outward-facing system performance by 6%

**RACE VANDERDECKEN | PG. 2**

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

**Entrepreneur Consultant**

Developed a man-portable video and audio surveillance system for a United States law enforcement agency, Drug Enforcement Administration and Secret Service, as the architect and project manager of 4 projects.

* Used MVC with Ruby on Rails, JavaScript & AJAX with AXIS video cameras to streamline video over IP surveillance systems; enhanced open-source Asterisk PBX call & voicemail features and networked storage systems
* Created new G.711 to G.729 Code in C, based on Open-Source software for audio streaming server solution to record call interactions using Asterix, saving server hardware costs of $20K
* Developed SNMP polling software using Object Oriented PERL for RRD Tools for real-time charting, call traffic, call detail records, costs, and sales based on Open-Source software Contributor; resolving 30+ security defects
* Directed software development and managed 12 developers; oversaw technical aspects of customer relationships and guided investors on production schedules, product development, design, quality control, and hardware acquisitions

**Pace Micro – Boca Raton, FL 2001 – 2002**

**C, C++ Software Architect | Software Engineer**

Led the architectural design and implementation of a browser-based cable TV set-top box and created a web browser for PowerTV OS in C using MVC design concepts.

* Created version control procedures, reducing problems with coding and quality; mentored developers
* Encouraged teamwork and enhanced performance of Pay per View client, cutting purchase approval times by 2 days
* Upgraded Cisco PowerTV OS to a multi-threaded system, improving performance by 40%; created an asynchronous RPC client and server interface with JNI to sustain a 3rd party billing system

**Chordiant Software – Mountain View, CA 1999 – 2000**

**Sales Engineer | Solutions Consultant**

Provided sales consulting for the Java-based Customer Relationship Manager (CRM) system delivery at TSYS credit card processing, resolved key post-installation issues during early life support.

* Led CRM product team onsite and analyzed various products; customized requirements to design new components
* Handled the securities lending activities of Capital Markets, including security borrows, loans, and REPO trading
* Provided system and application support and troubleshooting issues; improved the systems, application, and infrastructure, system and application fine-tuning

**Intellivoice Communications – Atlanta, GA 1997 – 1999**

**C, C++ Software Architect | Senior Technical Lead**

Invented the digital Email to Voicemail to Email (EVE) system, used microservices, consolidated Premier Communications with Intellivoice, and utilized C++ templates and OO Design Patterns.

* Created a digital voicemail system, eliminating analog hardware and reducing processing costs by 90%
* Increased C-Level sales, project management, and technical negotiations with Premier Communications
* Acted as the manager of development teams and sales engineer and supported the sales staff’s selling process

**EDUCATION | CERTIFICATIONS | CERTIFICATES**

**Bachelor of Interdisciplinary Studies (BIS), Applied Management Information Systems, Operations Management** University of North Carolina at Pembroke

**Associates of Arts (AA), Brewing, Distillation, and Fermentation |** Blue Ridge Community College

**Introduction to Cybersecurity** | Cisco Networking Academy

**Logistics Supply School** | United States Army

**Python** *Certified***, AWS** *Certified* **Solutions Architect – Associate**

**Google Project Management Professional** *Certificate***, Google Data Analyst Professional** *Certificate*

**Master Agile Software Development LinkedIn** *Certificate*

**Google IT Automation with Python Professional** *Certificate***, Google IT Support Professional** *Certificate*

**TECHNICAL COMPETENCIES**

**Software:** Microsoft Office Suite 365

**Operating Systems:** Mac, Microsoft Windows