RUSSELL RICHARDSON

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EMPLOYMENT EXPERIENCE

Imaging Spectrum, Inc.
October 2019 – October 2021
Plano, Texas

Hired in 2019 at Imaging Spectrum during the acquisition of Pakor, Inc. to help with an increase in inbound sales and technical support calls. We migrated two separate inhouse phone systems to Ring Central and I quickly became responsible for all configuration. Within three months, I was promoted to write invoice processing documentation and map out the billing processes to collect past due invoices. I worked with the data integrations team at Direct Commerce Inc. to set up in-house billing from our POS to Walmart via EDI.

Richardson IT Services and Web Design
Owner
November 2015 – Present
Addison, Texas

Professional Website design/creation/maintenance for local multi-million dollar Dallas and California based businesses (Names available upon request) both cloud and hosted. Better web presence by increasing sales through boosting organic ratings. IT infrastructure migration and general endpoint support including provisioning/ patching etc. General IT security consulting for a large Oil and Gas company including AV monitoring and Firewall review.

Technical Services Director
November 2009 – 2015
Highland Imperial, INC. Dallas, Texas

Responsible for the creation, development, security, and maintenance of the highlandImperialinc.com website, user experience, OS systems security, and client data management from the company's inception in 2009. Additional tasks include implementation of onsite technical solutions for all devices, as well as implementing technical standards and automation of repetitive operational processes.

Technical Support
November 2006 – 2011
Imaging Spectrum, Dallas, Texas

Create company forms, instructional video and documentation to give customers the knowledge to solve common issues. Consumer technical support, including diagnostics and OS imaging using Norton Ghost. Color calibration and Sony training for repair of the latest Sony Thermal Photo printers. Provide technical support for usability issues with Vista, OSX Leopard and XP.

Technical Skills

VIM
Laravel
Ubuntu
Vanilla PHP
CSS/tailwindcss
MySQL
CPANEL
OSTICKET
MS Office Suite

Photoshop 2021
Darkroom Software

OSX, OS11
Apple Motion
Final Cut Pro X
Virtualbox
Parallels
VMware Fusion

Veritas Netbackup
BartPE
Norton Ghost
Synergy
Get Data Back
Shell scripting

Certifications

Sony Thermal
Printer Repair

Veritas Netbackup Operator   March 2004 – April 2006
Hotels.com, Dallas, Texas

Managed the Netbackup windows servers, storage, data policies, backups, and recovery of corporate and production data using Netbackup. Dedicated to guaranteeing successful backups by allowing my availability via phone to a 24x7 schedule. Established and honored service level agreements to recover critical data same day or less vital data within two business days.

Tier II PC Tech, Senior IT Service Specialist   December 2000 – March 2004
Hotels.com, Dallas, Texas
(Formerly Hotel Reservations Network)

Served as Senior lead technician on a team to effectively meet the technical needs of the company's employees. Prepared technical training and process documentation for team, to aid with day-to-day support issues. Developed a trust with my colleagues and harnessed the knowledge of service to move forward with the expansion of the company and gained the opportunity to travel to satellite call centers within Texas, Florida and then on to Europe. Imaged and configured computers for entire office relocations. Custom ASP helpdesk application used for technical opportunity management and user report tracking. Setup and managed print servers, patch panel wire management, reset user account passwords, managed NTFS security permissions for global and security distribution lists.

AS/400 Operator   March 1999– December 2000
Hotel Reservations Network, Dallas, Texas
(Presently hotels.com)

AS/400 system monitoring of batch jobs and web servers, including archiving client sensitive data to tape. Dumb terminal and print device configuration. Transition to IBM Client Access 5250 emulation and application troubleshooting.

Reservations Clerk   November 1998 – March 2000
Hotel Reservations Network, Dallas, Texas
(Presently hotels.com)

Confirm client room reservations with the hotel for reservations made over the internet.
Data entry, faxing, filing

Cable Technician, Summer apprenticeship   Summer 1996 – Summer 1997
DFW Interconnect, Richardson, Texas

Installed T-1, Cat 5 and coaxial in new offices, stores (Toy's 'R Us , Austin, Tx) or homes.

Education

Lake Highlands High School Diploma   May 1998
Dallas, TX
Work-related experience /education 1996 - 2008