

**Richard L. Heckadon JR.**  
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### SKILLS SUMMARY

Proven track record of developing and/or implementing systems and software that reduce costs and/or create process efficiencies. Solid experience in quickly learning programming languages per customer needs. Proven skills in database management. Expert in system administration of Microsoft Windows and Ubuntu workstations & servers. Committed to high work-ethics and reducing business technology costs.

#### SKILLS (Programming & Web Development)

- Java SE 6 – 7 years
- JSP – 2 years
- Classic ASP (VBScript & JScript) – 16 years
- PHP – 4 years
- ASP.NET MVC (C#) - 1 year
- HTML – 16 years
- CSS – 6 years
- JavaScript – 16 years
- jQuery framework – 3 years
- AJAX – 6 years
- MS SQL Server 2000 - 2008 (administer & utilize) – 16 years
- MySQL 5 (administer & utilize) – 16 years
- SQL – 16 years
- Netbeans IDE – 6 years
- Dreamweaver – 16 years
- Aptana – 2 years
- IIS administration – 16 years
- Apache administration – 2 years.

#### SKILLS (Systems Administration)

- Microsoft Windows workstations and Servers – 18 years
- Linux workstations and servers – 18 years
- Printers – 18 years
- Network Administration – 10 years
- System Administration – 10 years
- Toshiba Phone Administration – 10 years
- Exchange Administration (2003 – 2010) – 10 years
- Active Directory Administration – 10 years
- Disaster Recovery Administration – 10 years
- System Security – 10 years

### PROFESSIONAL EXPERIENCE

2013-Present DRAGONSWORD TECHNOLOGIES

Owner / Freelance

Front end web freelance work for N2SG using HTML, CSS, and jQuery.

Whole site development for Strader's Quick Stop at <http://stradersquickstop.com>. Site front end developed in HTML, CSS, jQuery and AJAX. Back end uses PHP and

MySQL.

Developed full service online survey website to collect data for clients of DeMarche, Inc. Project also included developing an online survey generator administration site so that DeMarche employees could continue to add more surveys for their clients. Front end was developed using HTML 5, Bootstrap, CSS, and jQuery. Back end was developed using ASP.NET MVC (C#) and MS SQL Server 2008.

2006-Present                      DECISION INSIGHT, INC.  
Director of IT

Maintained a 99.8% uptime for all equipment in corporate with over 25 Windows workstations, 4 servers, and Sonicwall / Linksys network. Reduced tech support costs by thousands by bringing tech support internally instead of using third party support. Lead multiple projects to install or upgrade several software packages, such as Exchange, SQL Server 2005, MySQL 5, MailMarshal, etc. Reduced server costs by thousands by implementing virtual server initiative with VMware ESXi. Lead other projects to upgrade back-up systems to Amanda, upgrade T1 network to fiber, change cell carriers, etc.

Developed and maintain visually interactive, data driven market research surveys that were targeted to desktop and mobile browsers using Classic ASP, JavaScript, and jQuery, with SQL Server 2008 back end. Developed Forge in 2009, in-house desktop software using Java SE 6, Swing GUI interface, JDBC, MS SQL Server 2005, Classic ASP templates and Subversion version software, to drastically reduce the time needed to produce a survey with an average development time of one week, down to two days. Created client portal last year that is serviced by Tomcat with HTML 4, CSS3, jQuery front end and JSP and MS SQL Server 2005 back end. The portal helped reduce man-hours used to schedule projects by 50%.

1998-2006                      APX LOGISTICS, INC.  
I.S. Supervisor

Maintained a 99.8% uptime in a Windows / QNX environment in two Kansas City facilities containing over 40 computer workstations and servers. Lead the movement of computer equipment from one central facility to two separate facilities within one week. Both networks and equipment were operational ahead of schedule.

Reduced man-hours needed to track data and trends by over 80% by developing software to generate reports for upper management and customers. Managed time sensitive statistic web site used by employees across the nation. Developed web invoice system that reduced reporting man hours by 80%.

EDUCATION                      Academic Diploma - Liberty Senior High School, 1993

REFERENCES                      Excellent references available upon request