

Anthony Richard

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PROFESSIONAL PROFILE

Full-stack web developer and technical operations professional with 5+ years of experience in production troubleshooting, system maintenance, and broadcast/video across C#/.NET, SQL, JavaScript, Java, Node.js, MongoDB, AWS, Azure, pfSense, and Linux. Proven ability to triage issues, escalate to higher-level support, and communicate clearly with users. Brings security-focused experience assisting a Chief Information Security Officer, plus Navy leadership in high-accountability environments.

TECHNICAL SKILLS

Languages: C#, JavaScript, Java, Node.js, TypeScript, SQL, Python

Databases: MySQL, SQL Server, MongoDB (AWS)

Cloud & Infrastructure: AWS (S3), Azure, Linux, pfSense, Cisco networking, VLANs, Auvik

Support: Incident triage, T1/T2 escalation, root cause analysis, technical documentation, production monitoring

Video/Broadcast: Blackmagic ATEM switchers, real-time video mixing, signal routing

EXPERIENCE

The Church of Jesus Christ of Latter-day Saints— Assistant Technology Specialist | Fredericksburg, VA | April 2025–Present

- Provide production support for church technology systems, monitoring systems and troubleshooting issues to ensure uptime.
- Respond to incidents and technical problems, escalating complex issues to appropriate teams when needed.
- Manage deployment and maintenance of technology infrastructure supporting facility-wide operations.

RX9 Solutions / RX9 Designs – Full-Stack Developer | Fredericksburg, VA | October 2022–Present

- Designed and implemented full-stack e-commerce platform using C#/.NET, SQL, JavaScript, Angular, and TypeScript.
- Troubleshoot application, database, and integration issues across hosted business systems, improving stability and resolving defects.
- Manage hosting, deployment, and technical administration for business platforms, including ongoing support for production-facing environments.
- Balance competing priorities across multiple business initiatives while working with incomplete information.

NexxLinx – Customer Retention & Technical Support | Jacksonville, NC | Mar 2018– Feb 2019

- Provided technical troubleshooting for customer issues, diagnosing problems and determining resolution paths for end users.
- Forwarded complex issues to T1 and T2 support teams when escalation was needed, demonstrating ability to triage incidents.
- Communicated technical issues clearly to customers, maintaining accurate records for faster resolution.

United States Navy – Hospital Corpsman First Class (E-6) | Aug 2003-Aug 2023

- Led clinic operations and supervised personnel in high-accountability environment, strengthening skills in incident prioritization and decision-making under pressure.
- Managed sensitive processes in security-conscious environments requiring attention to detail and procedural compliance.

TECHNICAL PROJECTS

WGU GIS / API Integration

- Built web project integrating SVG map interaction with World Bank API data, demonstrating JavaScript data handling and technical problem-solving.

EDUCATION

Western Governors University – B.S. Software Engineering, In Progress

Purdue University Global – Associate Degree, Information Technology

CERTIFICATIONS

AWS Certified Cloud Practitioner