

# RECHARD KEITH

**NOC Engineer | Infrastructure Operations | Network Support | Public-Sector Technology**

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## PROFESSIONAL SUMMARY

NOC and infrastructure operations professional with public-sector technology experience across distributed field support, network availability monitoring, incident triage, WAN/VPN readiness, failover support, technical documentation, and field engineer coordination. Known for calm execution, accurate handoffs, and practical troubleshooting under time-sensitive operating conditions.

## CORE STRENGTHS

NOC Operations	Network Monitoring
WAN / VPN / Failover	Router Readiness
BGP / IPSec Awareness	Wireless Connectivity
Incident Triage	Field Engineer Coordination
Ticketing / Handoffs	Public-Sector Technology

## SELECTED PROOF POINTS

- Supported recurring election-cycle NOC operations across large distributed public-sector environments.
- Applied runbook-driven troubleshooting for WAN/VPN, failover readiness, wireless client connectivity, endpoint readiness, and router validation.
- Coordinated with field engineers and stakeholders to keep service moving and document handoffs.
- Achieved 100% NOC assessment and 97% FE assessment.

## PROFESSIONAL EXPERIENCE

### **NOC Engineer - ATT Staff / Akkodis / Login Consulting** | 2024 - Present | *Recurring election-cycle assignment*

- Support mission-critical public-sector NOC operations across distributed field technology environments, monitoring service availability, connectivity signals, WAN/VPN health, and readiness status.
- Coordinate with field engineers, NOC leads, project managers, network teams, and operations stakeholders to triage incidents, validate remediation, escalate appropriately, and maintain operational continuity.
- Apply runbook-driven troubleshooting to router readiness, WAN failover, wireless client connectivity, endpoint readiness, VPN/IPSec status, BGP awareness, and handoff documentation.
- Achieved 100% NOC assessment and 97% FE assessment during operational evaluation; requested for recurring election-cycle opportunities.

### **Technical Trainer - Los Angeles County Registrar-Recorder/County Clerk** | Aug 2024 - Present

- Deliver public-sector technical training, operational walkthroughs, field readiness guidance, and user enablement for election technology operations.
- Translate technical processes into clear learner-facing documentation, training aids, readiness materials, and support guidance for mixed technical and non-technical audiences.
- Support operational logistics, technology readiness, materials accountability, stakeholder communication, and chain-of-custody-aware workflows in high-visibility environments.

### **IT Technical Specialist - Zoetis** | Jul 2021 - Apr 2022

- Provided Level 2/3 support for distributed clinical and lab technology environments, including endpoint, network, router/switch, software, Windows/macOS, and connectivity troubleshooting.
- Resolved DNS, DHCP, VPN, subnetting, hardware, software, and workflow issues while documenting findings, escalation notes, and customer-facing resolutions.
- Supported secure technical operations in regulated settings with a focus on reliability, clear communication, and minimal service disruption.

### **Election IT Support / IT Support Supervisor - Smartmatic / LA County RR/CC** | 2020

- Supported vote center technology setup, device readiness, field troubleshooting, user support, asset tracking, and documentation across public-sector election operations.
- Assisted staff with technology issues, deployment preparation, equipment accountability, operational handoffs, and issue resolution in time-sensitive field environments.

### **Infrastructure Security Analyst / Instructor - Per Scholas** | Oct 2022 - May 2023

- Supported infrastructure learning and security operations concepts across endpoints, networking, directory services, help desk readiness, ticketing, troubleshooting, and learner assessment.
- Delivered technical coaching on user support, access management, endpoint troubleshooting, documentation, escalation discipline, and job-ready infrastructure workflows.
- Maintained learner progress notes, grades, certification support, and individualized success plans across remote technical training environments.

### **Cybersecurity Instructor / Teaching Assistant - Kingsland University** | Oct 2020 - Nov 2023

- Instructed adult learners across cybersecurity foundations, network security, Linux, incident response, SIEM workflows, threat analysis, cloud fundamentals, and hands-on labs.
- Created and delivered technical lessons, lab support, office-hours coaching, homework feedback, attendance tracking, learner remediation, and career-focused mentoring.
- Collaborated with curriculum and instructional teams to improve course materials, reinforce difficult concepts, and help learners transition into technical roles.

#### **Operations, Data, Audit & Customer Support Foundation - Collection Technology / Northwest Administrators / ATS | 2011 - 2018**

- Built operational foundation across data analysis, production management, payroll audit, reporting validation, compliance-driven documentation, customer support, and team coordination.
- Used Excel, SQL-style reporting, Crystal Reports, revenue forecasting, quality control, training materials, and process improvement to improve operational visibility and accountability.

#### **SELECTED AI / TECHNICAL PROJECT EVIDENCE**

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- RaahTech Command Center / RA-AI: AI-assisted operations dashboard concept for infrastructure visibility, incident workflows, AI recommendations, and executive-ready reporting.
- Recharl Keith Career Platform: AI-assisted career operating system for resume architecture, recruiter positioning, portfolio proof, and job-application workflows.

#### **EDUCATION, TRAINING & CERTIFICATIONS**

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- Arizona State University - B.A., Justice Studies & Communication, 2011
- UCLA Cybersecurity Program - Cybersecurity cohort training and instructional support, 2019
- SANS/GIAC training history: SEC401/GSEC, SEC504/GCIH, ICS410/GICSP
- AWS Certified Cloud Practitioner | Microsoft Azure AI Fundamentals | Palo Alto Networks cybersecurity coursework