

Julian Richen

www.richen.io / julian@richen.io / +1 (321) 439 7252

Technology and Linux enthusiast, University of Central Florida graduate with a B.A in Information Technology

Skills

Operating Systems	Linux (Fedora, RHEL, Debian, Ubuntu), & Windows (XP/7/8/10/11, Server 08/12/16/19)
Software	Virtualization (QEMU/KVM, Kubernetes, VMWare, VirtualBox), Web (NGINX, Apache), Database (PostgreSQL, MariaDB, MySQL, SPARQL), Workforce Management (UKG Workforce Central, UKG Dimensions), Data (Splunk), and others
Languages	C, Go, Python, SQL, Bash, Batch, XML, HTML, CSS, JavaScript, and Java
French Fluency	Spoken and limited written

Experience

UKG Technical Account Manager, PLUS Support Jan 2020 – Present

Worked in partnership to ensure operation of large retail, healthcare, and manufacturing accounts who rely on UKG Workforce Central and UKG Dimensions to manage their workforce. Acted as liaison to numerous teams and engineering departments while also providing technical and troubleshooting support for a variety of UKG products. Proficient in timekeeping, scheduling, accruals, attendance, analytics, archiving, and more.

UKG Technical Support Engineer, PLUS Help Desk / Nike WFM System Analysts Aug 2018 – Jan 2020

Started my professional career as a Technical Support Engineer on the Plus Help Desk team. Gain experience with UKG Workforce Central and UKG Dimensions while troubleshooting customer issues and providing break/fix solutions.

Macy's Support Operations Aug 2016 – Dec 2017

Worked in operations while finishing my Bachelor's degree. Supported the retail team while having the opportunity to interact with customers on the selling floor.

Web Developer Jan 2007 – Jan 2015

Web Developer for the Orlando Kayak Fishing Club over the course of 10 years. Learned to manage back-end applications, user management, event planning/execution, photography and documentation.

Contributed to the Linux community by providing redesign of Gaming On Linux site.

Education

University of Central Florida May 2018

Graduated with a Bachelor in Information Technology.

AFA CyberPatriot Jan 2012 – May 2013

Team captain of Winter Springs High School CyberPatriot program for two years. Secured the number one rank for my team in Florida and continued to mentor students for the following two years.

Projects

Snorkel (UKG)

Application monitoring, log analysis, alerts, and troubleshooting tools developed in Splunk to support high impacting performance issues for PLUS Support customers. Initially developed while working as a Technical Support Engineering and further enhanced upon joining the PLUS Support team as TAM.

Brink (Personal)

Cross platform C99 library, networking, and game engine. Started as a project to better understand various Linux and Windows subsystems and computing concepts. Developed on personal time.

Campfire (Personal)

Web-based TRPG game board, written in go-lang and websockets. Personal project started with the interest to better understand realtime SaaS applications and how to develop microservices that scale via Kubernetes.