PAUL RICHARDS

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Director of IoT – Vice President Information Technology

Seasoned IT visionary with 20+ years of experience in designing IT solutions to business problems, spearheading large-scale software development projects, and leveraging IT initiatives to increase revenue and drive company growth. Demonstrated track record of securing cost savings, improving critical processes, and building and leading onshore/offshore teams. Proven problem-solver adept at strengthening competitive positioning and maintaining profitability.

✓ Software Development	✓ Offshoring & Outsourcing	✓ Strategic Planning
✓ Cloud Solutions	✓ Disaster Recovery	✓ Project Management
✓ Internet of Things	✓ Process Improvement	✓ KPI Development
✓ IT Leadership	✓ Business Intelligence	✓ Relationship Building
✓ Cost Reduction	✓ Automation	✓ GIS Technologies

OPTIMAL PORTALS LLC, Ontario, California • 2018-Present
Company Owner: Business Automation via custom portal application development.

MCKINLEY EQUIPMENT / MCKINLEY ELEVATOR, Irvine, California • 2014-2018
A pioneer since 1948 in loading dock, warehouse equipment, commercial door, and residential elevator solutions.

Director of IoT
Build end-to-end IoT solution from the ground up including sensors, custom gateway, mobile application, backoffice website, and various IoT cloud services. Managed a team of 11 engineers.

Selected Accomplishments
- Created 13 proof of concept sensors for asset monitoring.
- Completed 3 sensors and 1 gateway for production use.
- Battery operated wireless sensor with 2-year run-time.
- Pilot programs with 2 Fortune 10 companies.
- Built a fully automated gateway management system with sensor OTA update capability.
- DevOps automation for build, test, release, and deploy.
- Cross-platform ionic mobile app to support field technicians.
- Backoffice web app to manage accounts, cases, and alerts and integration with 3rd-party CRM.
- IoT Engine to process real-time sensor data to apply business logic and alert creation.

CONSULTANT, Anaheim, California • 2009-2014
Technology consulting firm for small to medium-sized businesses. Paul has leveraged his years of corporate IT experience to help over 30 small businesses reduce costs, improve operations, and increase revenue.

LANDAMERICA TAX & FLOOD / NATIONWIDE TOTALFLOOD SERVICES, Covina and Los Angeles, California • 2000-2009
LandAmerica is a provider of FEMA Flood Certifications and tax services for mortgage and flood insurance companies. Acquired Nationwide TotalFlood Services in 2006.

Vice President, Software Development – LandAmerica (2006-2009)
Ensured optimal performance of flood production system and subsystems by managing SLA development and fulfillment, establishing KPIs, creating dashboard to track metrics, and directing complete SDLC. Supervised 5-person onshore development team plus 3-10 offshore development

staff; regularly liaised with 12+ cross-functional resources including BizTalk admins, DBA's, GIS staff, and systems and network admins. Technologies included Linux, Java, Apache, Tomcat, and Oracle.

Selected Accomplishments
- Maintained profitability for Flood product by helping to reduce expenses, automate business processes, and develop new products.
- Saved over $500K annually by improving business workflows.
- Improved team performance and greatly reduced development costs by offshoring 50% of all development activities; implemented repeatable development, release, and support processes.
- Played key role in acquiring and integrating Geologix; expanded business by $1.6M revenue and 9.7K+ clients.
- Facilitated system consolidation following acquisitions.
- Increased automation rate by 5% and enhanced profitability by innovating a dual geocoding functionality and new geocoding tools.
- Achieved 99.8%+ determination accuracy rate by developing automated systems to gather customer feedback.
- Developed 3 critical internal applications – FloodVision, MapInfo, and Dashboard – to enhance customer dispute tracking, decrease service call cost, improve GIS team performance, and track KPIs.
- Spearheaded extensive technology projects including consolidating reporting into a single platform; automating build processes; introducing Oracle partitioning for query performance; and implementing SOX controls and audit reporting.

Vice President, IT – Nationwide TotalFlood Services (2000-2006)
Assessed enterprise IT needs and liaised with executive stakeholders to determine efficient, cost-effective solutions. Initiated offshoring for diverse development projects; selected India-based group and built high-performing onshore and offshore teams. Managed 14 development, infrastructure, help desk, system administration, and GIS employees.

Selected Accomplishments
- Played instrumental role in positioning company as 1 of top 5 Flood providers industry-wide.
- Slashed IT budget by $600K over 4 years via offshoring, vendor renegotiations, service consolidation, and hardware reduction.
- Secured $8K additional monthly revenue by developing new product for largest customer.
- Developed new products for non-Flood customers; annual revenue represented 1200% of development cost.
- Contributed to generating overall 20% revenue increase by collaborating with sales team to sell automation to key competitors during market downturn.
- Improved knowledge management by developing internal wiki with thousands of topics.
- Achieved industry-leading automation and accuracy rates by creating proprietary business logic.
- Maintained optimal IT performance through 3 acquisitions (Cigna, Ace USA, DPSI, Nationwide).

NATIONAL RESEARCH GROUP, INC. (NIELSEN NRG), Los Angeles, California • 1998-2000
A market research and strategic consulting firm. Played key role in modernizing IT investment in rapidly growing shop. Delivered critical IT projects including firewall installation/configuration, LAN upgrade, backup system installation, and CATI installation. Automated UNIX maintenance and data collection for disaster recovery.

EDUCATION

Bachelor of Science in Organizational Management
Hope International University, Fullerton, California

Coursework in Computer Science
California State University Fullerton, Fullerton, California