

Richard Go

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SHAREPOINT DEVELOPER | SOFTWARE / DATA ENGINEER | PROGRAM MANAGEMENT | SIX SIGMA

Marine Corps Veteran with 20 years of aviation management, continuous improvement, and an active Secret Clearance. Knowledge and experience in development & testing, programming, and data analysis. Demonstrates expertise in Software/Data Engineering, SharePoint, & DotNetNuke (DNN) CMS.

CORE SKILLS

Software

- Database: Microsoft SQL Server Mgt, MySQL, & familiar with 3M Data, AWS RDS, & Azure.
- Platforms: Microsoft (Excel [Charts, Macros, VBA, Formula], Visual Studio, ASP.NET, Flow, Power BI, SharePoint [2010, 2013, 2016, 2019, SPO, Designer, Nintex, InfoPath, SPFx], Outlook, Teams, Power Automate, Power Apps, Forms, O365, MSSA), GitHub, PowerShell, Terminal, WordPress, DNN, Django, React JS, and Joomla Framework.

Computer Languages

- T-SQL, HTML5, CSS3, C#, JavaScript. Familiar with SASS, PHP, XML, XSLT, Python, JQuery, Bootstrap, and JSON.

Soft Skills

- Leadership, Management, Communication, Adaptability, Teamwork & Collaboration, Detail oriented, Goal Focused, Strategic Planning, Critical Thinking, Decision Making, Coaching, Customer Service, Digital Marketing, Throughput Awareness, Innovative, and Entrepreneurial Mindset.

EDUCATION + CERTIFICATION

Embry-Riddle Aeronautical University, San Diego, CA

- B.S. in Technical Management, Mgmt. of Information Systems Major 2024
- Microsoft Software and Systems Academy, C#, T-SQL, Azure, ASP.NET 2020

San Diego Community College District, San Diego, CA

- CompTIA Security+ (Network Security Basics) 2021
- AWS Academy Cloud Foundations 2021

US Marine Corps Business Enterprise and Training Command

- Lean Six Sigma Green Belt Certification, San Diego, CA 2019
- Numerous senior leadership and management schools, conferences, and seminars, e.g., human element, military justice, tactics, planning process, unit readiness, ethical leadership, and command & control. 2010, 2013, 2015, 2017
- Bell Boeing V-22 Osprey Tiltrotor Helicopter Mechanic, New River, NC 2015
- Aviation Maintenance Control Management & QA, Atsugi, Japan 2012

Other Certification

- IT Infrastructure Library (ITIL) v4 Foundation, PeopleCert 2022
- (ISC)² & Security Fundamentals, SkillSoft 2020

PROFESSIONAL EXPERIENCE

SharePoint System Administrator/Developer & Website Lead,
kglobal, NAB Coronado, CA

2020-Present

- Migrated SharePoint (SP) 2019 On-Prem site collections with 700+ subsites to SharePoint Online using ShareGate migration tool.
- Created a governance plan for 118 parent team sites and built hierarchy for all additional 626 subsites.

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Professional Experience - Continued

- Created a SharePoint site structure utilizing site templates to allow consistency within 110+ major and 600+ subsites on the new SharePoint portal.
- Refactored/rebuilt 433 SharePoint site homepages to comply with the stricter requirements of the new Navy M365 environment utilizing quicklinks, templates, graphic design elements, and some HTML and CSS codes that are visually appealing and user friendly.
- Provides process plan for each project using diagrams and flow charts to easily explain the process to the user.
- Provides guidance and help implement SharePoint workflows and user permissions management such as Members, Visitors, Owners.
- Troubleshoots advanced technical issues related to SharePoint and the Navy's public content management system websites.
- Oversees strategic and tactical execution for all 140+ DotNetNuke (DNN) publishing sites for Naval Surface Force Pacific Fleet.
- Designs, configures, and deploys new and custom Section 508 compliant websites, document libraries, workflows, lists, SharePoint sites, and other design functionalities.
- Provides upkeep, maintenance, and troubleshooting on an existing 113+ public and secured SharePoint site collections to include upgrading and migrating to a modern framework.
- Develops, coordinates, and conducts intranet and website trainings for end-users, customers, team members, and client staff using Microsoft Teams. Creates training materials in SharePoint.
- Writes Standard Operating Procedure (SOP) documents, workflows, and training materials that define technical requirements and user-friendly instructions.
- Works with internal and external stakeholders and to understand proposed site changes based on end-user requirements.
- Provides Subject Matter Expertise in SharePoint, Teams, Planner, Outlook, OneDrive, PowerApps, Power Automate, and other Microsoft applications.
- Plans and manages projects to ensure effective and efficient execution in line with established processes and guidelines and guardrails of scope, timeline, budget, and quality.
- Strong working knowledge of Incident/Request & Problem Management, and Change Management processes that enables the team to give same day service at the rate of 90% completion rate.
- Performs and document software application configuration and/or coding, prepare & execute testing (performance, acceptance) and data conversions using standard tools and following established processes and guidelines.
- Supervises work of contract developers. Performs quality assurance on all completed tasks with emphasis on confidential and personal identifiable information.
- Migrated 140+ SharePoint site collections to a mobile friendly DNN framework using best practices of HTML, CSS, and JavaScript with emphasis on Search Engine Optimization (SEO) and ADA.
- Created a crisis response webpage when USS Bonhomme-Richard caught on fire and won us the 2021 Silver Anvil Award (Best in Crisis Communication).
- Rebuilt kglobal WordPress site utilizing best practices migration techniques on the RackSpace and LiquidWeb hosting platforms, which enables the company to have an up-to-date version.
- Passed the Information Technology Infrastructure Library (ITIL) v4 Foundation certification.
- Created a continuous improvement/lean process that resolved the Navy's CNSP public website one year's worth of backlogs within 60 days of the employment start date that help tell the surface warfare stories to the Navy's worldwide audience.

Production/Maintenance Control and Mgmt., USMC, San Diego, CA

2015 - 2020

- Computed and analyzed 1,000+ rows of data, using data extraction and post-flight debrief analysis that helped prevent unnecessary maintenance actions using the Net-Centric Environment.
- Developed and evaluated a new maintenance management tool that improved 67%-time efficiency by combining Microsoft Excel Visual Basic formulas with Lean Six Sigma Green Belt methods.
- Prepared daily reports to the Chief Executive Officer that enhanced the decision-making process to sustain the demanding requirements of a higher echelon using Microsoft Excel and PowerPoint.
- Primary responsibilities include proper appropriation of air assets which sustain an 80% readily available aircraft to fly in any given requirement within the West Pacific Region.
- Screened, supervised, and maintained 200+ Support Equipment assets, to ensure proper configuration for Technical Directives and Planned Maintenance, which supported accomplishing 96,895 scheduled and unscheduled maintenance hours on an average of 24 aircraft assets and 70+ aircrew personal equipment.
- Procured, requisitioned, and maintained multi-million-dollar inventories of classified and unclassified avionics components to meet flight demands that helped maintain aircrew proficiencies.
- Effectively planned, prioritized, and assigned the daily workload for 11 work centers with 80+ workers to ensure efficient use of workforce and materials were utilized in support of 5,013 average yearly flight hours.

Technical Directive & Configuration Mgmt., USMC, San Diego, CA

2011–2013, 2015–2020

- Developed a centralized collection of 700+ technical directive data in a SharePoint platform which enables schedulers and planners to have real time and up-to-date information available 24/7.
- Screened tens of thousands of parts and equipment to ensure proper configuration before and after installation of aircraft components and 200+ ground support equipment, which added to our aircraft readiness.
- Analyzed internal processes, recommended, and implemented procedural and policy changes that improved operations, such as supply changes or the disposal of records.
- Prepared multi-million-dollar purchase orders and sent copies to suppliers and to departments originating requests. Ensured proper delivery and inventory of supplies.
- Obtained, organized, and developed training procedure manuals, guides, and course materials which helped the squadron pass yearly inspections at an average of 95% passing rate.
- Highly recognized as organized, meticulous, and very analytical in terms of managing large sets of data of 24 helicopters in five different types of model and series.

Substance Abuse Control Officer, USMC, San Diego, CA

2011, 2013 - 2015

- Developed an online workflow for substance abuse patients to monitor counseling progress using Microsoft SharePoint that is backed up using Microsoft Access that streamlined online processes and created more manageable application forms.
- Prepared 100+ digital forms used by 6 control officers in managing substance abuse patients that was used as the model program within the Marine Corps West Pacific Region.

Web / Cloud Application Developer, San Diego, CA

2008 - Present

- Builds front-end & back-end websites for government and non-profit organizations using SharePoint, WordPress, and Joomla platforms that added functionality to their processes. Ensures workflow runs smoothly and logically that fulfills end user needs.
- Performs website review, optimizes for SEO & social media, creates, and promotes target marketing strategy, measures & analyzes email marketing plan to get and retain customers.
- Gathers data, processes, and goals employing AGILE methodology for building websites using Joomla, WordPress, MySQL, and dynamic HTML, PHP, JavaScript, and CSS.
- Performs full range of Software Development Life Cycle employing Agile and/or Waterfall methodology.