

RECHARD KEITH

AI Systems & Automation Architect | AIOps | Cybersecurity Automation | Platform Builder

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PROFESSIONAL SUMMARY

AI systems and automation architect with 10+ years across enterprise IT, cybersecurity, infrastructure operations, NOC support, technical training, and workflow modernization. Builds AI-assisted systems that translate operations, cybersecurity, documentation, and business workflows into intelligent command centers.

CORE STRENGTHS

AIOps	LLM Workflow Design
Prompt Engineering	AI-Assisted Documentation
Operational Intelligence Dashboards	Cybersecurity Automation
Human-in-the-Loop Workflows	Product Prototyping
Business Process Modernization	Decision Support Systems

SELECTED PROOF POINTS

- Founder / Principal Engineer building AI-enabled platforms across logistics, property intelligence, career automation, civic technology, wellness, and operational intelligence.
- Designs AI-assisted operations dashboards, workflow automation, infrastructure visibility patterns, prompt systems, and human-in-the-loop decision-support processes.
- Applies AI and automation concepts to cybersecurity, NOC operations, cloud workflows, technical documentation, endpoint support, and enterprise training.
- Combines product building with real operations: NOC support, infrastructure troubleshooting, security instruction, and public-sector technology experience.

PROFESSIONAL EXPERIENCE

Founder / Principal Engineer - RaahTech Inc. | Nov 2024 - Present

- Design AI-assisted platforms that combine workflow automation, operational dashboards, infrastructure visibility, decision-support logic, and secure web delivery.
- Build product concepts across logistics, cybersecurity automation, property intelligence, civic technology, career automation, wellness, and enterprise operations.
- Use GitHub, cloud tooling, TypeScript/React, documentation systems, automation workflows, and AI-assisted development methods to turn ideas into working platforms.

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.

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.

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.

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.

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

- RaahTech Command Center / RA-AI: AI-assisted operations dashboard concept for infrastructure visibility, incident workflows, AI recommendations, and executive-ready reporting.
- LoadLink: AI-powered freight intelligence and logistics matching platform concept connecting carriers and shippers through structured automation.
- RAAH Property Intelligence: Property intelligence, inspection readiness, buyer confidence reporting, disclosure workflows, and real estate decision support.
- RaahMind: AI-guided wellness, reflection, mindfulness, and emotional resilience experience.
- VoteSphere: Civic technology, digital trust, governance participation, and modern public systems concept.
- Additional portfolio systems include Recharad Keith Career Platform, RAAHLIGN.

EDUCATION, TRAINING & CERTIFICATIONS

- 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