Richard Benn Krone

2824 Old French Road
Erie, PA 16504 • 814-602-7496
richard.krone@gmail.com
https://www.richardkrone.com

PROFESSIONAL EXPERIENCE

Erie County, Pennsylvania, Erie, PA

Information Technology Services – Internet and Social Media Administrator • November 2016 – present

- 5 years of extensive development and troubleshooting experience with PHP, CSS, Javascript, HTML5, Flexbox, jQuery, and Bootstrap.
- 7 years of WordPress site, theme, and plugin management and development.
- Experience with Drupal, Jekyll, and GitHub Pages.
- 4+ years' experience with Adobe Products InDesign, Photoshop, Illustrator, After Effects, and Premier.
- 20+ years' experience developing both static and dynamic websites on Apache, IIS, and cloud-hosted servers, including Amazon Web Services (Lightsail, Route 53, Amplify).
- A deep understanding of, and experience in, implementation of ADA accessibility-compliance and mobile-responsive-first designs.
- Successfully redesigned and migrated data for eriecountypa.gov and erielibrary.gov to WordPress CMS sites using the Under-strap theme framework on IIS servers.
- Focused on ADA compliant site development for both static and WordPress sites.
- Worked with the Public Information Officer and County Directors to publish and update department web-pages and documentation and review content.
- Collaborated with Executive staff to develop a cohesive style-guide for web and print.
- Spearheaded the development of a unified County social media policy.
- Implemented Google Analytics for all county public sites to monitor site traffic and provide Directors with relevant reports as requested.
- Administer and maintain departmental social media accounts for Twitter, Facebook, and YouTube.
- Held one on one training for appropriate use of social media channels as needed.
- Employed GIT and Github as an archival code-base.
- Deployed 16+ WordPress multi-site installations for various departments and longer-term events.
- Worked with Erie Library staff and administration to re-design and enhance the current library website (erielibrary.org). Converted the outdated site to a more eye-catching, responsive, accessible design that allows for faster updates and changes
- Maintained the code-base for aging applications by applying updates and fixes as needed. such as ASP.net forms legacy code and associated credit card processing pages with over a recorded 1 million page views per year.
- Maintain updates and upgrades for the web-server databases for MySQL and MS SQL Server as needed.
- Served as the primary account manager for the County Professional Membership service. Duties included maintaining the MS Sql Back-End Databases for multiple applications including the legacy application Umbraco, to host and manage user accounts.
- Export/Update County public parcel images from IAS World to the Erie County Extranet and Intranet
- Maintain client accounts for all County Professional Website Memberships including email contact, MSSQL database management, and website credit card interface.

Gannon University, Erie, PA

Information Technology Services - IT Help Desk Technician • January 2015 – November 2016
- Serviced incoming requests for hardware, software and network troubleshooting including hardware and software for Dell desktops, Dell laptops, MS Surface Pro, MACS, and a diverse collection of printers, scanners, and peripherals.
- Created and compile reports for password security, trouble ticket statistics, and system issues.
- Developed and maintain social media accounts for Twitter and Facebook.
- Wrote, updated, proofed, and organized departmental FAQs and other troubleshooting documentation.
- Updated and installed Windows and client specific software.
- Re-imaged workstations for re-allocation and data security.
- Prepared hardware and software recommendations for faculty and staff needs.
- Remotely assisted client using Landesk and KACE/UlraVNC.
- Trained and educated student work-studies on IT standards and methodology.

Penn State Erie, the Behrend College, Erie, PA • *July 2011 – June 2014*

School of Humanities and Social Sciences - IT Staff Assistant • July 2013 – June 2014
- Consulted with and provided weekly project reports and network and application support for 100+ faculty and support staff.
- Trained faculty on the use of specialty software such as InDesign CS 4/6, Photoshop CS 4/6, MS Access, and MS Office.
- Advised and assisted faculty and students with solutions for project tasks using both closed-source and open-source software.
- Lead project manager for digital and postal marketing campaign reaching over 10,000 homes and resulting in 1,500 new contacts across the United States.
- Analysis of future projects feasibility, potential issues and provide advice and guidance for improvement.
- Maintained project client databases, anticipate faculty needs for data, and work to secure client data.
- Worked with faculty to design both print and digital materials in Adobe Acrobat and InDesign.
- Created and conducted custom data queries on a data warehouse using Access 2010.
- Developed and maintained digital campus video displays using Adobe Premier / AfterEffects.
- Provided material digitization services (scanning, photo archiving, video conversion).
- Maintained public websites using HTML and JavaScript coupled with Drupal and Joomla front ends.
- Provided application and system documentation for individual application needs.
- Developed and delivered customized training and education for continuing education needs of faculty.

Behrend Honors and Schreyer Scholars Program - Program Staff Assistant • July 2011 – July 2013
- Developed Access queries on the Penn State data warehouse to assist in auditing 6,000 students for multiple honors programs.
- Organized student participation in activities and programs using email, texts, and various forms of digital communication.
- Maintained student records and faculty relations information.
- Worked one-on-one with over 450 students each semester to assess and advise them on their honors career options.
- Collaborated with the University Park Schreyer Scholars program to increase student participation across statewide campuses.

Black School of Business - Coldfusion Developer • August 2003 – December 2003
- Worked with faculty to develop Coldfusion-based economic website (pserie.psu.edu/eriedata).
- Created and managed database back end for web applications using MS Access and SQL Server.

H&R Block, Erie, PA & Jamestown, NY
Information Technology Field Service Technician • October 2004 – June 2011
- Performed installation of Windows XP Pro workstations, Windows 2000 servers, and office applications at 15 locations in New York and Pennsylvania
- Effectively conducted timely maintenance, repairs, and system upgrades for over 300 workstations with 6 different models of office printers, multiple network configurations, and disparate office equipment
- Assisted end-users via a call center and daily office visits
- Advised corporate headquarters about potential upgrades and system hardware / network improvements
- Tested and enhanced office network structure for DSL - Cable LAN networks and dial-up connections
- Maintained district-wide inventory of equipment

Spiral Stairs of America, Erie, PA
Technology Services Administrator • February 2004 – April 2004
- Created product image catalog for website
- Designed website in Dreamweaver and Photoshop (spiralstairsofamerica.com)
- Enhanced inter-office communication and productivity schedules using MS Office products
- Incorporated online sales into the company sales flow with the implementation of an online store

GE Transportation Systems, Erie, PA
Internet / Intranet Customer Service Coordinator • November 1999 – June 2003
- Developed ASP reverse auction site
- Managed Transhopnet.com client database
- Produced web graphics in Photoshop and Illustrator
- Created interactive web interfaces using Adobe Flash
- Managed daily call center duties for Intranet and Internet websites

SOFTWARE-HARDWARE EXPERIENCE
- Mastery of Adobe CS including Adobe Acrobat Professional
- Mastery of MS Office and OpenOffice / LibreOffice suites
- 6 years' experience configuring small office networks and desktop application management
- Extensive experience using MS Windows (2000, XP Home / Pro, 7, 8, Server 2012), SUSE, Ubuntu, Red Hat, Mac OS X
- Experience with MS Windows 2000 Server, Apache Web Server, MS SQL Server, MySQL
- Intermediate experience with PHP, HTML5 / XHTML, XML, CSS, JavaScript, C++, C, VB 6.0, Java, Jquery, WordPress CMS, Drupal CMS, Joomla CMS, Umbraco CMS
- Remote client software Landesk and KACE/ultraVNC, CITRIX Desktop

EDUCATION
Penn State Erie, The Behrend College
Bachelor of Science in MIS, December 2004