

RICK D. CONNER

Fractional CTO, Founder & Former IT Director • Rime Hill LLC

511 Price Road, Mineral Wells, WV 26150 • 304-488-8347 • rick@rickconner.com • rickconner.com

PROFESSIONAL SUMMARY

Self-taught software engineer and founder with 25+ years of hands-on experience designing, building, and running production systems. Spent nearly two decades as the sole IT professional for a multi-state financial services company, architecting a proprietary Loan Management System from scratch and owning every layer of the stack, from database design to front-end UI to ACH payment processing. Now principal of Rime Hill LLC, providing fractional CTO and AI systems consulting to small and mid-size companies: systems roadmaps, build-vs-buy calls, legacy rescue, and automation assessments. Since 2026, also building CrewHub360, a multi-tenant field service SaaS (Laravel 13, MySQL, Docker, Stripe Connect, QuickBooks sync, Claude-powered AI features) with an offline-first React Native app for technicians, and shipping native Swift iOS apps to the App Store. What a client is actually buying is someone who has carried the pager for systems that moved real money, and who will tell them plainly what to build, what to buy, and what to throw away.

TECHNICAL SKILLS

Languages: PHP 8, Swift, TypeScript / JavaScript, Python, SQL, Perl

Backend: Laravel 13 (Eloquent, Sanctum APIs, queues & scheduler, Reverb websockets, webhooks); multi-tenant SaaS, RBAC, idempotent mobile APIs

iOS (native): Swift, SwiftUI, SpriteKit, XCTest, XcodeGen, Game Center, iCloud key-value sync, App Store Connect & review

React Native: Expo & EAS builds, WatermelonDB offline-first sync, background location, push notifications, camera & signatures

Web front-end: Bootstrap 5, Blade, FullCalendar dispatch boards, hand-built static sites, responsive design

Databases: MySQL 8: schema design, query optimization, indexing, transactional integrity; Redis for queues & cache

Cloud / DevOps: Docker Compose (nginx, PHP-FPM, Redis, MinIO), DigitalOcean Droplets & Spaces (S3), Cloudflare Workers, GitHub Actions CI, rsync deploys; legacy Rackspace Managed Cloud & AWS

Payments: Stripe (Payment Intents, Checkout, Connect direct charges & platform fees, subscriptions, webhooks); ACH batch origination & returns (NACHA); merchant gateways

Integrations: QuickBooks Online bidirectional sync, Zoho Books, Twilio SMS, Google Maps Directions & Geocoding, Gmail API, Firebase Analytics, Google AdMob & UMP consent

AI: Anthropic Claude API in production: versioned prompt templates, per-tenant voice profiles, usage audit logs; AI-assisted development workflows

Security: OAuth 2.0 with PKCE, token & keychain handling, tenant isolation, magic-link auth, regulated-data protection, App Store privacy labels, GDPR ad consent

Practices: Platform-agnostic core packages with unit tests, CI guards, offline-first design, state-machine payment flows, fraud gating, one-person end-to-end ownership

PROFESSIONAL EXPERIENCE

Founder & Principal | *Rime Hill LLC*

2026 – Present

Fractional CTO and AI systems consulting for small and mid-size companies: ongoing technology leadership on retainer, fixed-fee AI and automation assessments, and scoped rescue work on legacy systems. Engagements cover systems roadmaps, vendor and build-vs-buy decisions, and technical oversight of in-house teams and contractors. Details and rates at rickconner.com.

Founder & Engineer | *CrewHub360*

2026 – Present

Designing and building a multi-tenant field service management SaaS (quoting, scheduling, dispatch, field execution, invoicing, payments) as solo founder and sole engineer. Live at app.crewhub360.com.

- Architected the platform on Laravel 13 / PHP 8.3, MySQL 8, and Redis, containerized with Docker Compose (nginx, PHP-FPM, queue and scheduler workers, Reverb websockets) and deployed to DigitalOcean with GitHub Actions CI for backend and mobile.
- Built single-domain multi-tenancy with a global Eloquent scope, a from-scratch RBAC system with per-tenant custom roles, self-service signup, and subscription enforcement with trials, grace periods, plan tiers, and coupons.
- Shipped an offline-first React Native / Expo app for technicians (WatermelonDB, sync queue with idempotency keys, live GPS, photos, signatures, time clock, push notifications, in-app messaging) through EAS release pipelines.
- Integrated Stripe end to end: Payment Intents, Checkout, Customer Portal, and Connect direct charges with platform fees, including a webhook-driven payment state machine and a fraud gate for Express onboarding.
- Built bidirectional QuickBooks Online sync (customers, items, invoices, payments, credit memos, bills, taxes, COGS) plus a narrower Zoho Books provider, with per-tenant mapping wizards and a full sync log.
- Added production AI features on the Anthropic Claude API (technician-notes-to-customer-report, smart estimate descriptions) with versioned prompt templates, per-tenant voice profiles, and usage audit logs.
- Delivered a FullCalendar dispatch board with conflict detection, Google Maps route optimization, inventory and procurement, job costing, payroll rollups, a magic-link client portal, and a rules-based automation engine (email, Twilio SMS, status changes).

Independent iOS Developer | *Native Swift apps*

2026 – Present

Designed, built, and shipped three native iPhone apps solo: Starfall Vanguard (on the App Store), Off-Grid Sudoku, and CodeHound. Details at rickconner.com/Apps.

- Starfall Vanguard: a 50-level SpriteKit arcade shooter with twelve bosses, an upgrade economy, endless mode, Game Center leaderboards, and iCloud key-value progress sync; version 2.0 shipped September 2026.
- Off-Grid Sudoku: a SwiftUI one-handed Sudoku with a bundled puzzle bank, a UTC-scheduled daily puzzle with a five-year archive, a jigsaw "Off-Grid" mode, and a daily Game Center leaderboard.
- CodeHound: a SwiftUI utility that signs in to Gmail with hand-rolled OAuth 2.0 + PKCE (no Google SDK), reads the Promotions tab on device through the Gmail REST API, and extracts promo codes, offers, and deadlines with a rule-based parser.
- Every app keeps its game or extraction logic in a UI-free Swift package that runs under swift test on macOS and Linux, with GitHub Actions CI and architecture guards; projects are generated from YAML with XcodeGen.
- Owned the full App Store lifecycle (listings, privacy nutrition labels, age ratings, review notes) and privacy-first monetization: Firebase Analytics with IDFA off, AdMob non-personalized ads, and Google UMP consent for the EEA and UK.

IT Director | *Insight Management*

2006 – May 2025

Sole IT professional supporting a multi-state consumer finance operation with call centers in Georgia, Nevada, and Delaware, plus remote application support for an international call center in San José, Costa Rica.

- Designed and built a proprietary Loan Management System from the ground up using PHP, Python, MySQL, and IIS, replacing a failing legacy platform and serving as the operational backbone of the business for nearly two decades.
- System managed a loan portfolio exceeding \$40 million outstanding at peak, handling the full customer lifecycle: lead acquisition, application processing, underwriting workflow, customer communication, and collections.
- Built and maintained an ACH payment pipeline (batch origination, submission, return handling, and reconciliation) fully compliant with NACHA operating rules.
- Developed a customer-facing web portal for account access, payment management, and document delivery.

- Architected all database design across the platform: schema, indexing, query optimization, and data integrity for a highly transactional financial system.
- Migrated infrastructure from on-premise Windows servers to Rackspace Managed Cloud over an 8-year period, implementing load-balanced architecture for reliability and scale.
- Sole owner of all application security, network configuration, hardware procurement, and vendor management, with no external IT staff or outside development resources; maintained continuous availability through multiple ownership transitions and rebrands.

Owner & Operator | *City Vape*

March 2015 – June 2023

Founded and scaled a retail chain to 3 locations and approximately 22 employees in the coastal Georgia market.

- Managed all business operations including hiring, training, inventory, vendor relations, financial oversight, and regulatory compliance in a rapidly evolving, heavily regulated industry.
- Negotiated and executed the sale of the business in June 2023.

Web Developer | *WeDoSites.com*

1999 – 2006

Built custom web platforms across a high-volume development environment.

- Developed custom content management systems deployed across hundreds of client websites, enabling non-technical users to manage their own content.
- Built custom e-commerce shopping cart solutions integrated with client-specific business requirements, including merchant-account and payment-gateway setup.
- Worked extensively with Perl, PHP, and JavaScript, collaborating directly with clients from requirements to production.

ADDITIONAL BACKGROUND

Prior to a career in IT, served 15 years as a Firefighter/Captain with Mineral Wells Volunteer Fire Department and 8 years as an EMT-B/Squad Training Officer with St. Joseph's Hospital Ambulance Service. Held NFA Pro-Board certifications in Firefighter II, Fire Officer I, and Fire Instructor I, and served as a certified instructor through WVU Fire Service Extension and the WV Department of Education (RESA). This background informs a disciplined, high-stakes approach to system reliability and incident response.