



OBJECTIVE

To utilize my current IT skill set, past management expertise, and strong communication skills to excel in a challenging position defining, implementing, supporting, and promoting customized solutions.

PROFESSIONAL PROFILE

- Team player and leader. Provided eight years of diverse management solutions for hospitality and resort industries.
- Strong interpersonal and presentation skills. Conducted lectures, training, and televised promotions and marketing.
- Excellent analytical and problem solving skills with a strong sense of client commitment and advocacy.
- Extremely well organized and detail oriented. Maintain and build QuickBase(Intuit) databases for complex deployments, customized OpenTable(CRM) reservation databases, and write highly detailed staging and installation documentation.
- Culturally aware; willing to travel as requested. Completed international contracts and projects across several different countries, such as Canada, United States, United Kingdom, and the Cayman Islands. US resident with a Green card; able to work in the US without sponsorship. Canadian citizen with valid passport; not affected by travel embargos placed against US citizens traveling to Canada for business.

IT SKILL SET

Operating Systems

Windows 2003, 2000, & NT Server, Windows 7\Vista\XP\ME\NT\98, and Redhat 8.0.

Hardware

NCR, IBM, Dell, HP, Gateway, Mintronix, Posiflex, Servers, PC's, compatibles, and peripherals.
Cisco, Milan, 3com, Westell, Netopia, Linksys, Dlink, SMC, and Netgear routers and switches.

Software Packages and Database Management

Understanding of multiple software packages including Microsoft Office. Suite/MSDE/Express/Virtual Server, VMware, OpenTable(CRM), QuickBase(Intuit), Remedy, McAfee, Norton, Novell, Netcracker, Lotus Notes, MTX/openEPS, and Advanced Checkout Solutions. Experience with mySQL, SQL Server Express 2005, and MSDE database platforms.

Network Protocols, Communications, and Development

Knowledge of network and communication standards/protocols (ISO, TCP/IP, Ethernet, Frame Relay, POTS, ISDN, T1, and DSL).

Software Testing/System and PC Maintenance

Software beta testing and patch verification enhanced problem solving skills by finding root failure resulting in patch deployment or re-installation. Performed system/pc repair to improve efficiency and performance, while working in testing environments and on-site at customer sites.

Project Management

MS Project and Visio. Strong communication, motivation, and leadership skills deployed in various software integrations.

Website Design and Programming Languages

Macromedia Dreamweaver, Flash, Microsoft FrontPage and Expression, Joomla!, WordPress, Adobe, and cPanel. Perform webmaster duties for www.thwaites.info. Performed webmaster and forum administrator duties for www.lxproductions.com and NCR's ACS-IR product support customer-facing website.

Programming Languages

Fundamental understanding of C, Java, Flash, HTML, PHP, and XML.

EDUCATION

Bachelor's Degree in Network and Communications Management

DeVry University – Decatur, Georgia

Graduated with a 4.0/4.0 GPA

DeVry Presidential Scholarship Award – 2003 & 2004

DeVry University Dean's List – 2002, 2003, 2004, & 2005

National Dean's List – 2003

President of Epsilon Delta Pi – 2004 & 2005

A.I.M. Mentor for DeVry and Keller Alumni Association – 2011

IT/NETWORKING EXPERIENCE

NCR – DULUTH, GEORGIA

JUNE 2008 – CURRENT

Professional Services Consultant – Deliver innovative industry and horizontal solutions to our clients by developing and managing client transition strategies to solve the client's business problems. Duties include working directly with clients to define, influence, and solidify project scope, write installation and staging documentation, become the subject matter expert for escalation, work with colleagues and engineers to refine processes to satisfy clients expectations, test proposed solutions to refine documentation and escalate issues to engineering, provide pre-install/preparatory planning and logistics, build deployment management databases, perform project management/coordination, assist with deployment scheduling, oversee on-site pilot installs to refine processes and documentation, provide software and hardware troubleshooting, provide on-site and remote training and support. Achievement: nominated as consultant of the year in 2008.

NCR – DULUTH, GEORGIA

JULY 2007 – JUNE 2008

Solution Engineer – Provided tier three support for NCR Retail/Hospitality and Self Service Solutions Advanced Checkout Solution (ACS) point-of-sale products. Acted as the customer escalation point for the all software application feature/function and performance-related issues and provided leadership for crisis management. Worked with front-end, server, workstation and back-office applications, as well as customer specific integration software. Owned the technical relationship with NCR customers by phone, email, and through remote access. Identified software problems, documented course of action, ruled-out circumstantial information, assessed areas of an application to focus isolation and duplication efforts, and tested hypothesis to formulate a viable solution. Wrote technical/knowledge base articles, processed time and material requests, managed independent retailer website, developed and expanded product knowledge, documented status of projects and open issues, followed-up on issues and process independently, and coordinated problem resolution activities with other IT organizations when required.

OPENTABLE, INC. – DULUTH, GEORGIA

MARCH 2005 – JULY 2007

Restaurant Operations Consultant – Performed all services for OpenTable local and remote installations, upgrades, POS integrations, user/manager software and CRM training, support, and data imports/exports. Duties included, server/router configuration, floor plan/reservation/database design, network connectivity setup, initial and follow-up training, technical consulting to OpenTable system users, troubleshooting with restaurant sites to solve system or connectivity issues, provided shared evening and weekend support, conducted product in-house training seminars for restaurant customers, provided feedback to product management for product enhancements, acted as a technical reference for the sales team, provided comprehensive training for new recruits ensuring their QA and production levels exceed expectations, and consistently worked with national groups and high profile accounts. Achievements: one of the top two installers in the field for 2006 and 2007. Installed the most sites in 2006 with a perfect QA score.

IANYWHERE SOLUTIONS – INTERNSHIP – ALPHARETTA, GEORGIA

NOVEMBER 2004 – MARCH 2005

IT Support Engineer – Performed a Windows NT/2000/2003 server cluster migration entailing software installation/updating, created drive/partition images with Symantec ghost, configured multi-boot server platforms, established client/server administration privileges, enabled shared network resources, and upgraded and troubleshoot hardware/devices.

DEVRY UNIVERSITY – SENIOR PROJECT – DECATUR, GEORGIA

NOVEMBER 2004 – MARCH 2005

Created a comprehensive wired/wireless proposal for a metropolitan Atlanta steel fabrication company to eliminate network bottlenecks, increase network bandwidth, reduce the threat of viruses, protect secured data, increase wireless coverage, and produce documentation illustrating their current network topology. Provided an enterprise proposal entailed thorough analysis and implementation involving physical port tracing and documentation, a multi-level wireless site survey, Visio and Netcracker simulation diagrams, protocols analysis, security planning, cost benefit analysis, and the creation of a dynamic website illustrating the services our mock consulting company offers.

DEVRY UNIVERSITY – DECATUR, GEORGIA

AUGUST 2003 – MARCH 2005

Lead Help Desk Analyst – Maintained, upgraded, and supported existing systems to ensure operational stability for internal and external user groups, provided support for productivity software platforms served across the Novell and Microsoft networks, and earned a reputation for quickly responding to trouble tickets, prioritizing user requests, and resolving complex issues. Successfully resolved hundreds of issues monthly without requiring escalation to a higher tier.

SUPPLEMENTARY INFORMATION

References are available upon request.