

MAXINE WELLS

Maintown, NY 22397 | (555) 234-6789 | maxwells@gmail.com

General Operations Manager

Results-driven professional well-versed in MS Enterprise Systems, network engineering, project management, and product support. Strategic leader with an organized approach and talent for building long-lasting relationships. Proficient in recovery planning, project mapping, and training with the ability to problem-solve and conduct critical analysis. Committed to providing high-level solutions that drive business and provide outstanding cost efficiency.

- Reduced overall costs by deploying virtualization in entire organization.
- Lead transition from completely non-managed network to complete HP Procurve system, with multiple VLANs across multiple venues. Several are connected via long distance point to point wireless using Ubiquiti products.
- Designed and implemented overhaul upgrade and refresh of servers, wired, and wireless networks for the Lake Placid Olympic Center.

Core Competencies

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| <ul style="list-style-type: none">• IT Management• Supplier Interface• Enterprise Platforms• Hardware & Software Upgrade Planning• Budgeting & Resource Management• HP Procurve Switch Management | <ul style="list-style-type: none">• MS Exchange• CAT6 Termination• Sonicwall Firewall Products• Virtualization Deployment• Fiber Optic Termination & Splicing• Active Directory Domain Administration |
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Professional Experience

Assistant General Manager ABC Regional Corporation	11/2015 to Current Maintown, NY
Manage transition to a new Mitel phone system and direct daily assignments and process workflows. Monitor projects through assessment of resource usage and task management to ensure that costs are kept low.	
<ul style="list-style-type: none">• Install Catskill Thunder Gondola and new skier bridge resulting in solutions for company.• Reduce year-round staff increasing revenue and maximizing team performance throughout departments.• Create and implement new signage scheme for complete aspect of ski area.• Develop solutions by reviewing network policies and infrastructure to evaluate sub-optimal areas.	
Operations Manager ABC Regional Corporation	
Managed daily operations, including electrical, vehicle maintenance, client relations, and IT. Served as key corporate representative, liaising with multiple departments in support of operational excellence.	
<ul style="list-style-type: none">• Initiated complete upgrade of networking switches and firewalls and installed new Mitel phone system improving company productivity.• Troubleshooted and resolved internet connectivity and general software and hardware issues.• Transitioned operations to new POS platform for 3-ski areas and 6-venues resulting in over 125 sales points.	10/2012 to 11/2015 Maintown, NY

Education

Associate of Science: Ski Area Technology
Community College, Maintown, NY