
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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| • IT Management | • MS Exchange |
| • Supplier Interface | • CAT6 Termination |
| • Enterprise Platforms | • Sonicwall Firewall Products |
| • Hardware & Software Upgrade Planning | • Virtualization Deployment |
| • Budgeting & Resource Management | • Fiber Optic Termination & Splicing |
| • HP Procurve Switch Management | • 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.

- 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

10/2012 to 11/2015
Maintown, NY

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.

- 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.

Education

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