

Nikolas Medenas

IT Support Specialist

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🏠 Seattle, WA

in <https://www.linkedin.com/in/nikolas-medenas/>

PROFESSIONAL SUMMARY

IT Support Specialist

- Completed IT certificate for position, looking to gain professional experience
- Years of personal experience building and fixing desktops and networks
- Extremely passionate about learning and growing into the Technology field
- 10 years in the Restaurant Management field, means ample experience in Communication and Teamwork Skills.

EXPERIENCE

GENERAL STORE MANAGER

Sep 2018 - Jun 2020 | Specialty's Cafe and Bakery , Seattle, WA

- Reviewed Sale, Labor, and Product tracker to ensure store efficiency
- Helped maintained POS and networking hardware
- Implemented and maintained operating procedures defined by HQ
- Ensured smooth roll out of new, seasonal promotions
- Supervised a clean, organized workplace
- Coordinated interviewing, hiring, and onboarding of new employees
- Managed Teams to make sure timelines were met
- Organized employee schedules

GENERAL MANAGER

Sep 2015 - Jul 2018 | Eggs and Plants , Seattle, WA

- Brought past experience and expertise to elevated a newly opened business to a more streamlined workspace
- Supervised employees and day-to-day operations
- Ensured a clean, organized workplace
- Maintained and updated POS system and Online Delivery tablets
- Constructed and coordinated employee work schedules
- Conducted all levels of hiring from interviews to training
- Created custom poster, signs, and lists for both employees and customers
- Handled and resolved customer complaints and concerns
- Installed new appliances, shelving, plumbing, and electrical work
- Repaired breakdowns in appliances, plumbing, electrical, and called a specialist when needed

SHIFT MANAGER/ CASHIER

Aug 2009 - Jun 2015 | Johnnies Jr Burgers , La Palma, CA

- Set up, maintained, and updated POS computer program
- Assembled prices and fliers for specials
- Organized work schedules for employees
- Conducted orientation and training of new hired cashiers on the job
- Handled and resolved customer complaints and concerns

- Tendered transactions via cash, credit cards or debits
- Maintain clean and orderly checkout and dining areas

EDUCATION

BIOCHEMISTRY, AS-T

Orange Coast College , Costa Mesa, CA | Graduated in 2013

HIGHSCHOOL DIPLOMA

Villa Park High School , Villa Park, CA | Graduated in 2008

CERTIFICATIONS

GOOGLE IT SUPPORT SPECIALIST CERTIFICATE

<https://is.gd/MFru9J>

- Learn how to provide end-to-end customer support, ranging from identifying problems to troubleshooting and debugging
- Learn to perform day-to-day IT support tasks including computer assembly, wireless networking, installing programs, and customer service
- Learn to use systems including Linux, Domain Name Systems, Command-Line Interface, and Binary Code

SKILLS

STRONG COMMUNICATION SKILLS FOR CLARITY TEAMWORK/ABILITY TO WORK COLLABORATIVELY
INNOVATIVE AND CREATIVE PROBLEM SOLVING