

Gilbert Feinstein

System Admin and Client Service Manager

Los Angeles, CA

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310.756.3468

Technical support lead for all onsite software and hardware. System admin in Restaurant and Office environments. Manage and oversee all POS systems, devices and hardware.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Systems Administrator

Monsieur Marcel - Los Angeles, CA

January 2017 to Present

Manage restaurant POS systems, devices and hardware to ensure continuous service. Troubleshoot all hardware and software issues. Ticket printers, digital menus, POS operations, EMV terminals, networks. REVEL, EPOS, Micros, FreedomPay, NCR, Counterpoint, Scales. Effectively communicate with FOH and BOH to ensure proper execution of machines and programs.

Office Administrator

ALTUS Sports Institute - Santa Monica, CA

January 2015 to January 2017

Health and Wellness Facility -

Manage all VIP clients in health and scheduling. Additionally coordinate all office and personal for systems and tracking. Project initiation and tracking. Research and development. Contractors and business growth.

Operations Lead/IT

Mates - Van Nuys, CA

March 2013 to November 2015

A+ level account and client management in music industry
Monitored all levels of logistics, accounting and client services in production environment
Facilities Management - warehouse coordination, logistics
IT - Voip systems, CRM, Filemaker database

Event Coordinator

Yacht Connections International - San Francisco, CA

February 2011 to March 2013

Planned for client needs and outsourced specific vendors for events when necessary
Maintained professionalism and delivered top-notch service for all clients
Managed accounts and communication to go beyond expectations

Event Coordinator

Bossa Nova - San Francisco, CA

July 2010 to February 2011

Maintained superb experience for clients in upscale restaurant and event lounge
Dealt with escalated issues and personally resolved any client concerns
Reported to restaurant manager about special needs or personnel shortages

Marketing Consultant

Myricom, Inc - Pasadena, CA

August 2008 to July 2010

Created company-branded marketing materials and collateral for Conventions/Trade shows
Consulted with sales team and representatives to meet organizational needs and deadlines
Created project folders and reports for documentation of all actions and deliverables

Education

Bachelor of Arts in Literature

University of California - Santa Cruz, CA

July 2011

Skills

- Guest Services (5 years)
- Inventory Control
- Logistics
- Management
- Operations
- Microsoft Office
- training
- Microsoft Word
- MS Office
- inventory
- System Admin
- Active Directory
- System Administrator
- VMware
- IT Experience (5 years)
- Analysis Skills (3 years)
- Basic Math (10+ years)
- Bartender Experience (3 years)
- Budgeting (3 years)
- Customer Service (10+ years)
- Computer Skills (5 years)
- Computer Literacy (10+ years)
- Cash Handling (10+ years)
- Driving Experience (2 years)

- Data Entry (2 years)
- Excel (3 years)
- English (10+ years)
- Food Service (10+ years)
- Hospitality Experience (5 years)
- Leadership Experience (4 years)
- LAN (3 years)
- Microsoft Office (10+ years)
- Microsoft Word (10+ years)
- Microsoft Powerpoint (10+ years)
- Microsoft Outlook (4 years)
- Network (4 years)
- Organizational Skills (5 years)
- Office Experience (10+ years)
- Project Management (4 years)
- Presentation Skills (3 years)
- Quality Assurance (2 years)
- Restaurant Experience (5 years)
- Sales Experience (3 years)
- Time Management (10+ years)
- Troubleshooting (5 years)
- VMWare (3 years)

Links

<https://www.linkedin.com/in/gilbert-feinstein-b1b4b81b>

Assessments

Marketing — Expert

June 2019

Measures a candidate's ability to understand your target audience and how to best communicate with them.

Full results: https://share.indeedassessments.com/share_assignment/oetobj5u1vtwx44

Basic Computer Skills: PC — Highly Proficient

June 2019

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: https://share.indeedassessments.com/share_assignment/u8o6szab9g29op0a

Basic Word Processing with Microsoft Word — Highly Proficient

June 2019

Basic Word techniques, including the use of tools to format or edit text.

Full results: https://share.indeedassessments.com/share_assignment/kclcqs4b9fwewfgt

Research — Highly Proficient

June 2019

Measures a candidate's ability to follow protocols, interpret statistics and graphs, identify errors, and choose research methodology.

Full results: https://share.indeedassessments.com/share_assignment/v4fjnfyvemzpmv-b

Data Entry — Highly Proficient

June 2019

Measures a candidate's ability to accurately input data and effectively manage databases.

Full results: https://share.indeedassessments.com/share_assignment/pmucraiildlv2nvs

Project Management Skills: Time Management — Highly Proficient

June 2019

Prioritizing and allocating time to effectively achieve project deliverables.

Full results: https://share.indeedassessments.com/share_assignment/nxmurbetdhyjge3k

Receptionist — Highly Proficient

June 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: https://share.indeedassessments.com/share_assignment/xnnlq0rym7mdqhgg

Administrative Assistant — Highly Proficient

June 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: https://share.indeedassessments.com/share_assignment/7ix30usesesc31wa

Graphic Design — Highly Proficient

June 2019

Measures a candidate's ability to create visual media to effectively communicate information and concepts.

Full results: https://share.indeedassessments.com/share_assignment/xv8tql8wxgrirtwc

Technical Support — Expert

June 2019

Applying protocols to identify errors and solutions in order to maintain system function.

Full results: https://share.indeedassessments.com/share_assignment/qsqidwbzddtkqdqd

Merchandise & Supply Storage — Expert

June 2019

Measures a candidate's ability to apply systematic processes for managing and storing products and merchandise.

Full results: https://share.indeedassessments.com/share_assignment/ngmmz1y6yeenu9ew

Retail Skills: Shelf Stocking — Highly Proficient

June 2019

Measures a candidate's ability to receive and store merchandise or product.

Full results: https://share.indeedassessments.com/share_assignment/651l4xipf1dtdluj

Verbal Communication — Highly Proficient

June 2019

Speaking clearly, correctly, and concisely.

Full results: https://share.indeedassessments.com/share_assignment/bqlrrrvllvqb1po

Mechanical Skills: Monitoring — Expert

June 2019

Measures a candidate's ability to monitor machine indicators in order to ensure safe and appropriate operation.

Full results: https://share.indeedassessments.com/share_assignment/vidit5-mkmfip7d3

Teamwork: Interpersonal Skills — Highly Proficient

June 2019

Resolving disputes, solving team problems, and understanding nonverbal cues.

Full results: https://share.indeedassessments.com/share_assignment/re58px-xiqkujt6f

Bartending — Highly Proficient

June 2019

Understanding, pouring, and mixing drink orders.

Full results: https://share.indeedassessments.com/share_assignment/vyzcnr1kwynw80x7

Email — Highly Proficient

June 2019

Measures a candidate's ability to effectively compose and organize email messages.

Full results: https://share.indeedassessments.com/share_assignment/2xyvykto-d3uyd5y

Technical Support — Highly Proficient

May 2019

Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function.

Full results: https://share.indeedassessments.com/share_to_profile/e37f95dd3196273902d28e0dff75a042eed53dc074545cb7

Hydraulic Systems Specialist — Expert

August 2019

Applying mechanical reasoning when repairing malfunctioning mechanical equipment or machinery.

Full results: https://share.indeedassessments.com/share_to_profile/4746225a87c5e818d5849ba3a4840095eed53dc074545cb7

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Additional Information

Skills

- Dedicated and outgoing personality, punctual, supportive team player, communicative and detail oriented
- Logistics and supply chain - National and International shipping, couriers, freight forwarders
- Property Management - building development, maintenance, safety, zoning, security
- Office Management - HR, on boarding, certification, scheduling, training, calendar
- Office Systems - Mac OS X, Windows, Microsoft office suite, Adobe Cloud, Google Apps
- Voip Systems - Polycom, 8x8, Vonage, deployment and transition management for company wide systems
- Project Management - full cycle planning, development and execution in multiple industries
- Account management - A/R, Vendors, contracts, collections, archives
- Ticket systems and Database management- Filemaker, Zendesk, Jira, Excel,
- Accounting systems - Paypal, Ayden, Sagepay, ADP, Webmerchant
- Social Media Savvy: Twitter, Tumblr, Facebook, Google +, Social Bios, LinkedIn