Max Mac Phail
973-757-4754
MLDMP05@hotmail.com

WHY I WANT TO BE HERE

I recently built a computer, which reminded me of my true love of computers, technology and helping others. Since then, I have been taking classes online through Cybrary and Coursera. I took classes covering Cisco Routing and Switching along with working with the CLI. I completed the Google IT Support program that focused on troubleshooting and SysAdmin functions, including active directory and Linux CLI. Recently, I passed the CompTIA A+ exams and plan to take the Cisco CCNA in the future.

WHERE I'VE BEEN

Morton Group Las Vegas: Sommelier/Manager: May 2018-October 2020:   Managing a team of 20 in different roles. Ensuring proper inventory levels for all wine, beer and liquor of a $3.5mm/year operation. I had the unique experience of closing the restaurant down for renovation and logging items in the restaurant. Working with outsourced, local and SaaS IT resolving helpdesk tickets and access issues.

RM Seafood/Rx Boiler Room: Manager/On-site IT February 2016-February 2018: Implementing incremental growth and increasing check average 25% (about $10 a person) through training and coaching. On-site IT; reimaged POS machines after software failure. Created processes and systems to allow any MOD to restart critical services during shift, avoiding downtime. Software, hardware and network troubleshooting.

Lively Apparel Company: Co-Founder. April 2014-June 2016: Launched an apparel company for infants and toddlers. I built a shopify store from scratch, while also sourcing raw materials and doing marketing for the company. This included light HTML programming, starting an LLC with the Texas Secretary of State and setting up a bank account for the company.

Avero Software: Account Associate June 2012-May 2014: Working with clients consultatively to extrapolate opportunities in their businesses from data gathered in their sales, while building relationships and raving fans. I worked with the Vice President of IT on recovering lost data from clients to resolve helpdesk tickets. Assisting developers as needed to comprehend esoteric terminology of the restaurant industry into data.

WHAT I'VE LEARNED (Education Qualifications/Certifications)

Bachelor of Science in Entrepreneurial Studies: Fairleigh Dickinson University- College at Florham 2005
Bachelor of Science in Hospitality Administration: University of Nevada: Las Vegas 2012
CompTIA A+ Core 1 and 2: October 19 and 21, 2020