**Scott Powell**

Success / IT Service



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# SKILLS

* Problem Solving
* Adaptability
* Team Building
* Time Management
* Critical Thinking
* Multitasking
* Thinking like an Owner
* Leadership
* Microsoft Office 365
* Cisco VOIP
* Cisco Networking
* Cisco Meraki
* Android/ iOS

**ACCOMPLISHMENTS**

**Safeway Info Tech**

Corporate Trainer for on-boarding technicians

* Traveled to multiple divisions providing comprehensive training
* Standardized training and equipment load out for new employees

**Safeway Info Tech**

Cyber Attack Disaster Recovery Liaison

* Liaised between parent company and new subsidiary providing support post attack.
* Leveraged company assets and influence to restore full business functionality within 24 hours.

## TEAM CAPTAIN – EXTRA LIFE

## Non-Profit Charity for Children’s Miracle Network

## $20,000+ Raised

## 4+ Years participation

**OVERVIEW**

Innovative, ambitious, and determined IT Specialist with extensive background in enterprise level IT solutions. Dedicated to the highest customer car and a never down policy. Articulate, effective, and determined leader that promotes communication, integrity, and motivation.

**PROFESSIONAL EXPERIENCE**

**GROCERY MANAGER**

**Albertsons Companies** – Bellevue, WA JUNE 2019 – PRESENT

* Cultivated a new generation of order writers for multiple departments and stores to restore depth to the company workforce.
* Analyzed store trends to optimize store working capital reducing store out of stocks and allowing the store to capture more sales.
* Planned transitions between advertising campaigns to allow smooth cross over reducing employee stress, and lost profits due to ineffective merchandising.
* Adjusted stock levels and locations to discourage organized retail crime and protect inventory
* Promoted an open-door policy and discussions so all team members felt included and valued

# IT FIELD TECHNICIAN

**Albertsons Companies**– Bellevue, WA DECEMBER 2014 – OCTOBER 2018

* Provided the “face of IT”, built strong “customer first” relationships, emphasizing on communication and advocacy.
* Using extensive knowledge of current systems, I was placed on pilot teams to create documentation and trouble-shooting guidelines for pending company wide deployment.
* Provided shoulder to shoulder training of on boarding technicians nation wide
* Set the standard for service vehicle layout and inventory levels, increasing efficiency while keeping working capital to a minimum.
* Used expert knowledge of deployed equipment to write “wiki” for field techs, created in SharePoint and accessed via mobile device.
* Optimized team Service-Now application dashboard to achieve 95% SLA, forecast service trends and reduce high priority calls.
* Maintained “0 down time” policy supporting Toshiba, NCR, HP, IBM, Lenovo, Avigilon, Lexmark, Bizerba, Hobart, Honeywell and Cisco systems and hardware, both remotely and with on-site support.
* Executed company infrastructure transition from third party to in house support including replacement of all associated equipment.
* Utilized available escalation paths of NOC, Midrange, Client Services, and Development groups to minimize down time and increase awareness at all levels of global issues.
* Supported Windows; OS, Server and Office suites, Android and iOS mobile devices.

# GROCERY MANAGER

**Albertsons Companies** –Bellevue, WA APRIL 2006 – DECEMBER 2013

* Reduced stores operating capital in the center of the store.
* Trained an expert team to create orders and stock to allow full coverage 7 days a week
* Executed marketing plans to capture customer eye and increase volume
* Through diligent watch of orders and out of stock reports errors in accounting were minimized lowering biannual inventory discrepancies