

Technology Solutions Manager Technology Solutions Manager Ocean Springs, MS Authorized to work in the US for any employer Work Experience Technology Solutions Manager America's Thrift Stores, Inc. - Irondale, AL October 2016 to Present Serve as System Administrator for Point of Sale, Active Directory, and Office 365 Coordinate support efforts from multiple partners to deliver timely resolution to IT problems Supervise IT Helpdesk Team Manage IT improvement program to include: - Upgrading network switches to enterprise class managed devices and segment LAN to reduce PCI-DSS risks - Upgrading store POS controllers to true server class hardware and OS - Deploy new POS hardware to replace failing and obsolete terminals - Design and implement backup and disaster recovery solution Manage POS configuration changes to carry out marketing and operational goals Plan and manage all aspects of technology installations for new retail locations Provide reporting and IT perspective during management planning meetings, design best practices and security policies Serve as technical advisor for strategic technology investments, design technology solutions for the business Manage effective communication with store leaders to set expectations and minimize the impact of IT operations of retail operations, foster a more team oriented partnership with stores Field Technician II Jack's Family Restaurants, Inc. - Birmingham, AL February 2016 to October 2016 Responsibilities Provide remote emergency support to resolve technology issues at 135 restaurant locations throughout Alabama, Tennessee, Georgia, and Mississippi Travel to locations for repair or replacement of faulty equipment within the scope of the IT Department Perform new construction installation and configuration of computer network, radio communication, and video surveillance systems Repair and install PCs, network appliances, and printers, including performing drive imaging and replication Troubleshoot network/ISP issues and communicate with providers as needed to resolve Perform routine preventative maintenance on systems to improve performance and longevity Communicate effectively with users to better understand the nature of issues, provide simple verbal guidance to users to assist in problem resolution and prevention Maintain detailed records of service outcomes using a help desk ticketing system Maintain an accurate inventory of tools, parts, and assets assigned to my service truck Perform various other non- IT related field repair/maintenance tasks

as directed Skills Used Networking, Computer Installation and Repair, Problem Solving, Communication, Help Desk Support, Remote Support, Organization, Time Management IT/ Project Manager Wakefield's Inc - Anniston, AL May 2014 to February 2016 Lead the IT Department of a mid-size regional clothing retail chain with 300 employees Directed a team of 5 technicians and managed their tasks using help desk applications and other direct communication methods Responsible for selecting new hires, on-boarding, training, performance evaluations, and terminations according to company and department policies and applicable law Install, configure, and troubleshoot IT assets including POS terminals and peripherals, PCs, servers, network appliances, NAS, printers, and tablet kiosks Restore proper operation of hardware, software, and OS using remote desktop support tools such as Team Viewer, Log Me In, and VNC, provide on-site support when appropriate Communicate effectively with store personnel to identify the nature of IT problems, provide clear and simple instruction to enable them to assist in troubleshooting/corrective procedures Manage preventative maintenance programs to ensure availability of IT assets including physical cleaning of hardware components and applying updates to software packages and Windows desktop and server OS Diagnose, repair/replace faulty POS hardware including modular power supplies, I/O cards, cash drawer mechanisms, thermal heads for receipt printers Serve as administrator of the network and information systems across multiple LANs, determine appropriate user access levels and establish user accounts and security permissions Implemented data retention and disaster recovery program that included cloud based archiving, virtualization, and Hyper-V failovers Replaced MS Office with Google Apps for Business, providing mobile access to email and documents at lower cost and enhanced user experience Served as project leader for the implementation of Retail Pro, Prism POS, and Sage 100 to modernize our accounting, style management, and retail sales efforts Trained staff and associate level employees on various software packages and hardware peripherals Lead infrastructure and capacity building within the scope of IT by researching and selecting appropriate vendors, and hardware/software systems to meet desired goals Served as company-side project manager for custom development of middleware application for inventory management Staff Accountant/AP Wakefield's Inc - Anniston,

AL April 2013 to May 2014 Served as the assistant to the Finance Manager Produced ad-hoc financial reports as needed by management Performed accounting of financial transactions according to GAAP Used audit techniques to discover excess shipping costs related to e-commerce activities, reduced shipping expenses by \$36,000 Maintained excellent relationships with vendors through timely and courteous pursuit of dispute resolution and remittance of accounts payable Prepared and submitted sales tax filings, payroll taxes Prepared journal entries, produced periodic financial statements Performed bank reconciliations to ensure accuracy of stated positions

Shift Manager Hardee's CKE Foods - Jacksonville, AL September 2009 to August 2012 Supervised the safe and sanitary production of food in a quick-service environment; required speed of service and neat presentation Lead teams of as few as three and as many as twelve employees, depending on business needs Modeled and required a friendly, guest focused attitude from all employees Performed or supervised detailed cleaning of fryers, broilers, freezers and beverage equipment Resolved guest concerns with a make it right approach Selected to be the store's training manager for the launch of a new product line Responsible for regular administrative tasks such as: Making bank deposits and obtaining change, recording transactions according to accounting guidelines Performed drawer reconciliations at shift change and closing Obtained supply and food inventories for reorders Completed daily sales and labor reports Store opening/closing Training of new hires and cross-training of key employees Provided corrective coaching and other disciplinary tasks including write-ups Managed labor usage according to shift sales volume per company guidelines Supervised receiving and ensured accurate intake counts

Skills Used Communication, Time Management, Team Leadership, Organization Education B.B.A. in Accounting Jacksonville State University - Jacksonville, AL December 2014 Skills Active Directory (5 years), Network Administration (5 years), Microsoft Office (10+ years), Help Desk (5 years), Project Management (5 years), Windows 7 (6 years), Google Apps for Work (5 years), Virtualization (5 years), Acronis Snap Deploy (3 years), System Administrator, System Admin Additional Information Core Skills: Server 2012 VPN Active Directory Help desk support Virtualization Network administration Google Apps for Business Project management

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