

Digital/Ecommerce Coordinator Technician Digital/Ecommerce Coordinator Technician

Digital/Ecommerce Coordinator Technician - Wingstop / Robert Half Dallas Plano, TX Work Experience Digital/Ecommerce Coordinator Technician Wingstop / Robert Half Dallas April 2018 to Present

- Lead on deploying 3rd party delivery service to cooperating franchise locations
- Confirming launch dates once paperwork was completed by franchise owners
- Coordinated between brand leaders and multipliable vendors
- Q&A once sites were up and running
- Confirmed sales after one week of delivery go live date
- Updated mapping in OLO for promos and menu changes
- Updated price sheets in Aloha for improvement on delivery services for franchise owners
- Q&A on all platforms (Web, Mobile and 3rd party delivery service)

Store System Engineer Smoothie King / Robert Half Coppel April 2018 to September 2018

- Admin for Restaurant Magic's Data Central (Inventory, Sales and Labor system)
- Created Profiles
- Worked with the Purchasing department and 12 regional vendors to keep items up to date
- Assisted level 1 and 2 on the helpdesk with Data Central issues
- Assisted franchisee owners and store managers to resolve data central out of period issues
- Partnered with OLO to create Smoothie King's first online ordering system

Mapped all items and modifier groups in OLO Restaurant Technology Analyst Pei Wei / MDI Group - Irving, TX March 2018 to August 2018

- Helped build IT team from P.F. Chang/Pei Wei split
- Created SOPs and IT KBS
- Created Knowledgebase in new ticketing system.
- Worked tickets to help move from 3rd party restaurant support to in-house support
- Re-worked and built three POS test labs (Old 3rd Party Image, Pre-Production, Production)
- Updated menu with new items and price tiering in Aloha QS CFC
- Changed Screen designs in the POS
- Complimented the Marketing team by running Q&A
- Worked NBO (MenuLink) issues
- Worked vendor issues, such as OLO, Punchh, BrightSign, Verifone
- Supported stores directly with the general managers and higher
- Root cause analyzing (Reading though log files)

IT Project Coordinator / IT Systems Administrator Dickey's Barbecue Corp - Dallas, TX February 2017 to March 2018

- Managed a team of 6 for a hardware rollout, along with everyday Aloha issues.
- My agents solely reported to me. As I was also in charge of hiring and firing for my team
- I was an escalation point of contact
- Over saw the SHA-2 update
- Created call schedule for techs to call Owners to preform installs

Updated Aloha POS to work with Chase VX 520 VeriFones      Worked with NSOs to install IT hardware before a new store would open      Gave daily updates via email and meetings to VPs and CEO on progress      Daily calls with development team to work out any software bugs for online system      Worked with 3rd party vendors to complete hardware updates      Managed POS Database with CFC POS Database Administrator Chalak Mitra Group of companies - Dallas, TX November 2015 to February 2017      Aloha database administrator for a multi concept, multi-unit restaurant company      Aloha POS for both Table and Quick service      Support for OLO, Aloha POS, CFC, CMC, KDS, EDC, Trustwave      Upgrading POS to meet PCI compliance (All software and Hardware) Database (Aloha CFC) change request from corporate office and Store GMs (Promos, Price Change, Event Changes, Menu Updates, New Items, etc )      Building new database for brand new concept for the company (Richard Rawlings' Garage)      On call for afterhours and weekend support for the stores      Resolving tickets that the sites or corporate office might put in. In a timely manner. IT Systems Administrator Spaghetti Warehouse Restaurants, Inc - Dallas, TX April 2015 to October 2015      Project manager on all SWRI IT operations      Updating and repairing food/ labor database (MenuLink)      Managing POS Database with Aloha Manager      Working with Sysco for auto importing into MenuLink      Developing a new relationship with NCR, to benefit SWRI. (New hardware and Software contracts)      Daily IT support in the SWRI office: Laptops, Printer, email, network, etc.      Tightly working alongside other departments, such as marketing and training IT Systems Administrator Dickey's Barbecue Corp - Dallas, TX July 2014 to April 2015      Managed POS Database with Aloha Manager and CFC      Remotely deployed new stores      Project manager on Aloha Configuration Center roll-out      Support all Aloha issues for corporate stores      Support for Online Ordering system (OLO)      Support for Transweb (Sales and Labor polling tool)      Resolved missing sales issues      Auditing system logs      Designed new layouts and configured new functions within the Aloha POS system. Level Two Software Analyst NCR - Fort Worth, TX July 2012 to July 2014      Support for Aloha Table and Quick Service POS      Support for Aloha Kitchen and Radiant Video      Support for back of house fileserver      MenuLink Support      Support for front of house Radiant terminals      Restaurant network troubleshooting      Working with restaurant managers and

corporate IT   Maintaining SharePoint for internal knowledge base

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