

IT Specialist, Contractor IT Specialist, Contractor IT Support Technician Hyperology LLC San Antonio, TX IT Support technician with extensive experience in all areas of restaurant operations. Adept at communicating with users at all levels of technical proficiency. Able to quickly resolve issues leading to downtime and able to rapidly implement solutions to ensure our main objective, continuity of service. Authorized to work in the US for any employer Work Experience IT Specialist, Contractor Hyperology LLC - San Antonio, TX July 2015 to May 2018 Contract IT Field technician in support of various IT infrastructure services to ensure continuity of service for Z&H Foods Inc, a multi unit Popeyes Louisiana Kitchen franchisee. Coordinate with POS vendor as Tier 1, resolve ISP related connectivity issues, oversee network maintenance, LED Sign service, CCTV systems, POS hardware support, and provide backoffice PC Windows, Office help desk support service cabling infrastructure and devices for data to include installation, termination, testing, reporting, and labeling per specifications Coordinate with POS vendor help desk to replace hardware as needed such as kitchen video displays, bump bars, order confirmation units, receipt printers, identify and resolve network problems resulting in offline issues Maintain 24/7 help desk availability to assist in diagnosing, analyzing, and resolving complex problems, questions, and inquiries encountered by operations Maintain backoffice PC Configure switches, routers, WAP LED outdoor signage content delivery and hardware support Stainless Steel Fabricator JC Enterprise - San Antonio, TX August 2007 to June 2014 Fabricate custom specialty metal products from sheet metal by utilizing blue prints, technical drawings. Perform layouts according to dimensions. Form bends and cuts with equipment such as shearer, brake press. Grind welds, seams, and finishes according to specification. Database Administrator The Scooter Store, Inc - New Braunfels, TX July 2004 to July 2007 Performed multiple database administration duties such as: monitoring and addressing system performance, database integrity, audit issues, and user permissions and roles. IT Support Southpoint Consolidated LLC - San Antonio, TX March 2000 to July 2004 Support operations by creating databases, spreadsheets, and forms to reduce overhead of required reporting. Automate task and increase data analysis capabilities. Provide field POS support. Achieved 100% automation on payroll processing via scripts to process and format labor hours Designed database

backend significantly increasing sales analysis Achieved 50% reduction in Houston POS rollout compared to vendor project timeline. Cut to \$0 vendor installation price by spearheading POS installs. Unit Manager / Training Manager Southpoint Consolidated LLC - San Antonio, TX November 1994 to March 2000 Directly responsible for the daily operations of a high volume QSR, Popeyes Chicken and Biscuits. Guarantee customer satisfaction, meet or exceed sales projections by utilizing reporting tools to reduce labor and food cost, maintain strict cash management policies, ensure operational excellence through leadership and training. Achieved consistent top 10% ranking among units determined by sales, labor usage, and food cost. Attained first 100/100 score in mystery shopper program franchise wide. As a training manager in addition to Unit Manager responsibilities Facilitated the shift and unit manager certification process. Directed the talent pipeline ensuring managers readiness. Disseminate LTO 'limited time offer' procedures to managers. Oversee unit compliance with crew member training and certifications. Education Coursework in Computer Science, Statistics, Electrical Engineering United States Naval Academy - Annapolis, MD Coursework in Computer Science, JAVA, C The University of Texas At San Antonio - San Antonio, TX Skills Windows 7/8/10 Desktop Support (10+ years), TCP/IP, Remote Technical Support, Microsoft Office (10+ years), Network Management, Disaster Recovery, Excellent Diagnostic Skills, Desktop Support, Tech Support, Help Desk, Service Desk Links <http://www.hyperologyllc.com>

<https://www.flickr.com/photos/hyperology/albums/72157710382048311> Military Service Branch: US Navy Service Country: United States Rank: Midshipman 2/c June 1991 to September 1993 Naval officer training Commendations: National Defense Ribbon Marksman Pistol Marksman Rifle Assessments Statistics Highly Proficient June 2019 Understanding statistical methodology and interpreting common statistical calculations. Full results: https://share.indeedassessments.com/share_assignment/5bdbcuzdvdncrjhl Basic Word Processing with Microsoft Word Proficient June 2019 Measures a candidate's knowledge of basic Microsoft Word techniques for word processing, including the use of tools to format or edit text. Full results: https://share.indeedassessments.com/share_assignment/qwlyhtlgrec2yro7 Written Communication

Highly Proficient April 2019 Measures a candidate's ability to convey written information using proper grammar rules. Full results: https://share.indeedassessments.com/share_assignment/jyxir6rqtnteo0i5 Intermediate Word Processing with Microsoft Word Highly Proficient June 2019 Measures a candidate's knowledge of intermediate Microsoft Word techniques including the use of formatting, Track Changes, and Comments. Full results: https://share.indeedassessments.com/share_assignment/sdtkd7guvlnext7 Critical Thinking Expert June 2019 Using logic to solve problems. Full results: https://share.indeedassessments.com/share_assignment/j2ogqctzajt9wv2f Proficiency with Microsoft Office: Mail & Calendar (Mac) Expert April 2019 Measures a candidate's proficiency in using Microsoft Office Mail and Calendar tools to manage their workload. Full results: https://share.indeedassessments.com/share_assignment/bitghl6onqabljpd Problem Solving Proficient April 2019 Measures a candidate's ability to analyze relevant information when solving problems. Full results: https://share.indeedassessments.com/share_assignment/ix8dhgt-vgqxltm7 Verbal Communication Highly Proficient April 2019 Measures a candidate's ability to effectively convey information when speaking. Full results: https://share.indeedassessments.com/share_assignment/m34mfhkckz6o7b8l Email Proficient April 2019 Measures a candidate's ability to effectively compose and organize email messages. Full results: https://share.indeedassessments.com/share_assignment/q0cv-84cp4n8sri9 Data Analysis Highly Proficient June 2019 Measures a candidate's skill in interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data. Full results: https://share.indeedassessments.com/share_assignment/epegwj-nysmqbdk9 Technical Support Expert April 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_assignment/ddkc7opzanjpaymu Research Expert April 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/unma1stwwt8touo Indeed Assessments

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Name: David Andrews

Email: julie18@example.net

Phone: 342.379.9862x05136