

ALFORD NORTHCUTT

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SUMMARY

Customer-service oriented technical support engineer adept at troubleshooting and efficiently resolving issues. Patient and empathetic when working with frustrated clients and peers. Proactive focus on improving the user experience through analysis of feedback on products. Proven ability to navigate ambiguity and work cross-functionally with any level of stakeholder. Passionate about people and exceeding client expectations in a fast-paced, high-pressure environment.

SKILLS

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| • Technical Troubleshooting and Analysis | • Hardware and Software Maintenance | • Resourceful and Responsive |
| • Project Management | • User Training and Support | • Problem Solving |
| • Customer Support/Service | • Diverse Technical Knowledge | • Excellent Communication |
| | | • Fast Learner |

TECHNICAL SUMMARY

Certifications:	Google IT Support Professional, Web Development Immersive
Platforms:	Windows, Mac OS X, Linux, iOS, Android
Languages:	HTML, CSS, JavaScript, Ruby
Hardware:	Desktop, Laptop, Mobile, Printer, Tablet, Audio/Visual Equipment
Networking:	LAN, DHCP, TCP/IP, DNS, HTTP, Active Directory
Applications:	Exchange, Slack, Gmail, MS Office/Visio/Project

EXPERIENCE

Wapo Investments, LLC (dba Holiday Inn Downtown Everett), Everett, WA

2004 - 2016

Director of Operations – Including IT Support

Led the purchase, renovation and daily operation of a 243 room, full-service, seven-story hotel to financial success through a challenging economic period. Provided technical support throughout tenure.

Technical

- Provided day-to-day IT support for entire property, including, managing the email server (Exchange), workstations, and network infrastructure. Compiled documentation for troubleshooting all systems.
- Acted as on-site systems expert for all front-of-house and back-of-house hardware and software applications (Extended MS Office Suite, Slack, Opera Property Management System, Oracle MICROS Point-of-Sale system, Mitel Phone system, etc.).
- Implemented streamlined onboarding procedures to minimize technical orientation and training time.
- Planned and executed all hardware and software upgrades, including new desktop workstations in 2014, full point-of-sale system upgrade in 2014, and complete guest Wi-Fi upgrade in 2015.
- Managed all installation, repair, and maintenance of all computer systems hardware, software, and peripherals.
- Performed mandatory annual training for all users to cover topics such as standard practices for keeping sensitive data secure (e.g., client contracts and credit card information), avoiding phishing attacks, and not opening untrusted email attachments.

Customer Service and Hospitality

- Fostered a guest-first mentality to build lasting relationships, retain loyal customers, and increase repeat business.
- Developed and implemented best practices to achieve and maintain a guest overall satisfaction score that never dropped below a 90 out of 100 (on the OSAT, Holiday Inn brand metric).

Property Renovations and Development

- Evaluated, budgeted, and executed capital improvement projects to consistently upgrade and repair property, building, and systems through a timely and organized process. Project budgets ranged from \$10,000 up to \$275,000.

Other Responsibilities and Obligations

- Financial Performance, Budgeting, P&L Analysis and Strategic Planning
- Human Resources, People Development, Sales, Marketing, and Event Management

EDUCATION

University of Washington, Seattle, WA
Bachelor of Arts

2004