

## WORK EXPERIENCE

### Integrated Systems Administrator

2021 - Current

Lucky Strike Entertainment | Encino, CA (Remote)

Lucky Strike is a premier experiential entertainment brand. With 14 nationwide locations, 7 featuring industry-leading arcades.

Directly reporting to the Vice President of IT, I held responsibility for the entire Customer Data Environment (CDE) while concurrently managing Point of Sale operations. Collaborating closely with the Vice President of Games & Entertainment, I also played a pivotal role in shaping the vision and optimizing operations of the Amusements Department.

#### Key Achievements:

- Spearheaded the development and implementation of rigorous disaster recovery strategies, resulting in a 30% increase in system uptime and a 60% reduction in data recovery time.
- Led the successful virtualization of the MICROS system, aligning with disaster recovery policy; increased system reliability by 60% and minimized potential revenue loss during downtime.
- Engineered a streamlined and integrated systems environment by creating, enhancing, and regularly maintaining system automation scripts, yielding a 30% increase in operational efficiency.
- Expanded the implementation of ConnectWise Automate, automating patch management tasks and decreasing patch deployment time by 60%, consequently enhancing system stability and security.
- Orchestrated the implementation of monitoring and alert systems across the Customer Data Environment (CDE), resulting in a 30% reduction in overall system downtime and enabling timely resolution of critical issues for enhanced operational efficiency.
- Launched a seamless hardware refresh project, successfully migrating all on-premise CDE systems to state-of-the-art infrastructure; resulting in a 40% reduction in maintenance costs and a 30% increase in system reliability.
- Championed the smooth migration of FreedomPay's payment system from FPPOS to FCCD, resulting in a 40% reduction in transaction processing errors and a 20% increase in customer satisfaction ratings.
- Collaborated with the Vice President of Marketing to design and implement a rewards and loyalty program.
- Conducted research and evaluations of new POS system providers.
- Nurtured robust business relationships with POS equipment and software vendors.

### Point of Sale Manager

2017 - 2020

Lucky Strike Entertainment | Sherman Oaks, CA (Remote)

Managed and supported the MICROS Res 3700 systems in all 19 venues nationwide, resulting in approximately \$115 million in total annual revenue. Achieved a 99% in-house resolution rate for MICROS support due to highly customized venue configurations.

- Expertly programmed and customized SIM scripts for property-level configurations, enabling seamless revenue center and service type setups.



## Christopher Snitchler

Integrated Systems Administrator

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 Resume PDF

- Led the staging, configuration, deployment, patching, and system administration of all MICROS servers and terminals, ensuring consistent performance across venues.
- Installed, configured, and maintained software and interfaces critical to operations.
- Facilitated hardware and software support for all venues, troubleshooting and resolving issues promptly.
- Designed equipment site plans for new venues, overseeing hardware deployment and system configuration/programming.
- Conducted comprehensive training sessions for venue management teams on system operations and procedures.
- Managed and supported bowling systems (Qubica Conqueror, Steltronics Focus) and the company's cashless debit card system (EMBED).
- Addressed level 1 support requests for various software products, including Salesforce, Tripleseat, MyMicros, custom event booking, and event deposit payment platforms.
- Influenced the development and deployment of a BI reporting and analytics platform, enhancing data-driven decision-making processes.
- Maintained, programmed, and repaired aging A/V systems in all venues before individual venue upgrades, ensuring uninterrupted entertainment experiences.
- Served as a crucial liaison between the company and primary A/V vendor, facilitating effective communication and timely solutions.

### Game Room Manager

2016 - 2017

Revel and Roll | Ann Arbor, MI

### Games & Redemption Manager

2015 - 2015

FTW / Lucky Strike | Chicago, IL

### Technical Manager

2008 - 2015

Power Play / Lucky Strike | Novi, MI



## EDUCATION & CERTIFICATIONS

### Google IT Support Professional

2020

Google (92R5VKHF92AG)

Google IT Support Professional

### Certified Level 1 Duo Administrator

2023 - 2025

Duo Security (56t77wmeufy5)

Certified Level 1 Duo Administrator

### Automate Administrator

2023

ConnectWise (476762)

Automate Administrator

### Automate Service Technician

2023

ConnectWise (476765)

Automate Service Technician

### AV Technologist

2020

AVIXA