

## CAREER PROFILE

Experienced Integrated Systems Administrator specializing in the dynamic realm of Digital Out of Home Entertainment. With a strong technical background and a passion for creating immersive experiences, I am dedicated to ensuring seamless operation and optimization of integrated systems.

My expertise lies in designing, implementing, and maintaining complex technological ecosystems that enhance customer engagement and elevate brand experiences. Skilled in system troubleshooting, performance enhancement, and project management, I thrive in fast-paced environments where innovation and adaptability are key.

## 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.
- Created, optimized, and regularly updated system automation scripts, enhancing efficiency and streamlining operations in an integrated systems environment.
- Utilized ConnectWise Automate for effective patch management strategies.
- Designed and executed monitoring and alert systems for all components within the Customer Data Environment (CDE), ensuring proactive issue identification and resolution.
- Orchestrated a comprehensive hardware refresh for all on-premise CDE systems.
- Led the transition from FreedomPay's FPPOS to FCCD offering.
- Engineered a custom MICROS clock-in script to ensure compliance with California Meal and Break Laws.
- Collaborated with the Vice President of Marketing to design and implement a rewards and loyalty program.
- Contributed to the training and development of the National Arcade Manager.
- Conducted research and evaluations of new POS system providers.
- Maintained strong business relationships with POS equipment and software vendors.



## Christopher Snitchler

Integrated Systems Administrator

 chris@n30.us

 248.210.0994

 America/Detroit Timezone

 csnitchler

 Resume PDF

## Point of Sale Manager

2018 - 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.
- 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.
- Provided 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.
- Contributed to 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

2017 - 2018

Revel and Roll | Ann Arbor, MI

- Managed daily operations of an FEC's arcade, overseeing maintenance and repair of 100+ arcade games and attractions down to the component level.
- Developed and implemented a preventive maintenance program for all arcade equipment, ensuring optimal functionality and guest experience.
- Took charge of all venue IT needs, including programming the Micros 3700 system with custom SIM scripting.

## Games & Redemption Manager

2015 - 2015

FTW / Lucky Strike | Chicago, IL

- Managed daily operations of a high-volume arcade and redemption store in a busy downtown location.
- Oversaw maintenance and repair of 150+ arcade games and attractions, performing component-level troubleshooting and repair.
- Developed and executed a preventive maintenance program for all arcade equipment.
- Served as a company-wide system administrator for the EMBED debit card system.
- Provided site-level tech support for various software systems, including EMBED, Micros, Reserve, Qubica, Steltronics, and related

Micros interfaces.

- Maintained the venue's complex A/V and control system, consulting with corporate clients on event A/V needs.
- Trained and developed both Game Technician and Redemption departments, managing inventory and parts ordering.

## Technical Manager

2008 - 2015

Power Play / Lucky Strike | Novi, MI

- Managed arcade and redemption operations in a 70,000 sq ft multi-concept entertainment facility.
- Oversaw maintenance and repair of 80+ arcade games and attractions, including component-level repairs.
- Implemented a comprehensive preventive maintenance schedule for arcade and A/V equipment.
- Maintained complex A/V and control systems, including those of the main venue and 2 nightclubs.
- Provided site-level tech support for software systems such as EMBED, Micros, Reserve, Qubica, Steltronics, and related Micros interfaces, handling both hardware troubleshooting and repair.
- Managed facilities maintenance, ensuring vendor compliance with maintenance contracts.
- Assisted in nightclubs' remodel and installation of the venue's security camera system.
- Played a key role in the arcade game debit card system changeover from SystemWorks to EMBED.
- Developed training programs for Game Technicians and Redemption departments, managing inventory and ordering.



## CERTIFICATIONS & CERTIFICATES

### Google IT Support Professional

2020

Google (92R5VKHF92AG)

Google IT Support Professional

Those who earn the Google IT Support Professional Certificate have completed five-courses, developed by Google, that include hands-on, practice-based assessments and are designed to prepare them for entry-level roles in IT support. They are competent in foundational skills, including troubleshooting and customer service, networking, operating systems, system administration, and security

### 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