

JAMES MARTIN

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SYSTEMS ADMINISTRATOR

Accomplished professional with progressive experience defining and driving priorities forward with proven track record of creating innovative technology improvements, creating initiatives, and supporting the corporate structure of organizations. Thrives in high-volume environments with the ability to optimize ever-changing business needs, improve outreach, and continuously drive profitability.

Adept at automating systems, identifying opportunities for enhancement of systems, maintaining reliable operations, and driving forward the overall corporate goals. Excellent communicator, troubleshooter, and multi-tasker.

Technical toolkit:

Software - MS Office Suite, Office365, Visual Studio, Adobe Suite, Unreal Engine, Unity 3D, Pro Tools LE, Logic Pro

Languages - Python, HTML, CSS, C++, Java,

Operating Systems - Windows 2000/XP/Vista/7/8/10, OSX

Areas of Expertise:

System Administration – Profitability Analysis – Configuration – On-Time Delivery – Help Desk Support

Leadership – Business Development – Performance Management – Project Development & Consulting – Financial Analysis

Strategic Planning – Process Improvements – Client Relations – Coaching & Mentoring – Presentations

PROFESSIONAL EXPERIENCE

IRON HILL BREWERY & RESTAURANT – Wilmington, DE/Lancaster, PA

2009 to Present

Systems Administrator (2017-Present)

Support brewery, culinary, and restaurant operations, Manage 3rd party vendors. Support launches of new breweries within the United States. Responsible for the upkeep, configuration, and reliable operation of all computer and point-of-sale (POS) systems. Oversee the activities of the IT Assistant. Ensure continuous, optimal performance of IT services and support systems in a challenging, ever-changing environment.

Notable Achievements:

- Drive best practices and optimal employee performance as the trainer for 12 locations.
- Ensure accuracy and on-time delivery of menu and POS programming.
- Deliver optimum performance for help desk, by closely managing help desk software ZenDesk.
- Chosen as an instructor for Iron Hill University, responsible for updating management with IT-related requirements as related to their jobs.

IT Assistant (2015 to 2017)

Supported the system administrator in a variety of tasks including answering general help desk tickets for the restaurant, minor issues or programming adjustments for gift cards, menu items, POS, and promotions; and supported new store openings.

Notable Achievements:

- Stepped in during system administrator absence, and managed system administrator responsibilities in addition to current role.
- Set up kitchen display systems for 75% of all culinary departments.
 - Automated the display process from a paper-based system to a completely automated one.
 - Improved food and documentation organization.
 - Decreased potential for mistakes and minimized timing of food items.
- Developed a business continuity plan, minimizing data loss during power outages by installing a UPS that would backup directly to the server and receive instantaneous alerts during power outages.
- Created a more efficient workflow for the help desk by visualizing potential issues, integrating performance metrics to the IT department, and implementing ZenDesk to manage all help desk needs.

Iron Hill Brewery & Restaurant, continued:

- Achieved more accurate reporting based on inventory recipes by creating new methods to account for beer inventory and POS on product sales.
- Provided one-on-one assistance and support by traveling onsite for equipment and network issue troubleshooting to proactively manage problems.
- Supported the rewards portion of the loyalty programs using serving as the “voice of the customer” for issues they are experiencing.

Bartender/Server/Line Cook (2009 to 2015)

Responsible for multiple roles in this fast-paced environment. Opened and closed dining room, bar, and the kitchen. Balanced multiple cash drawers, overseeing paid-outs and paid-ins. Trained employees in the kitchen, dining room, and bar.

ADDITIONAL EXPERIENCE

MANAGER, UNCOMMON PIZZA (2007 TO 2009)

- Managed 12-15 employees in a challenging, fast-paced environment. Created the schedule and directed operations.

EDUCATION

DATA ANALYSIS NANODEGREE, UDACITY ONLINE (IN PROGRESS)

COURSEWORK TOWARDS AUDIO AND TELEVISION PRODUCTION DEGREE, TEMPLE UNIVERSITY

COURSEWORK TOWARDS CYBERSECURITY DEGREE, UNIVERSITY OF MARYLAND UNIVERSITY COLLEGE

COURSEWORK TOWARDS COMPUTER NETWORKING DEGREE, HARRISBURG AREA COMMUNITY COLLEGE