Keith G. Davis

Greater Atlanta, Georgia Area **|** Phone: 901.483.0692 | Email: daviskeithg@yahoo.com

**IT PROFESSIONAL**

* 10+ Years of IT Support
* 5+ Years of Restaurant Tech.
* Effective Verbal and Written Communication
* Exceptional Time Management and Organizational Skills

**EDUCATION⎪CERTIFICATIONS**

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| --- | --- |
| Microsoft Certified Solution Associate (MCSA): Windows 7  Microsoft Certified IT Professional (MCITP): Windows 7  Microsoft Certified Technology Specialist (MCTS): Windows 7 | SAFe Product Owner  ITIL Foundation V3 Certification  CompTIA A+ |

*UX/UI Design* Georgia Tech June 2021

*Master of Science in Entrepreneurship* Syracuse University December 2019

*Bachelor of Science in Computer Science* Christian Brothers UniversityMay 2011

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| Hardware   * PC Troubleshooting * Desktop & Laptop Repair * Computer Assembly/Disassembly * Digital Menu Boards * iOS & Android MDM * Oracle MICROS | Clover | NCR | Software   * Windows XP/Vista/7/8/10 * Jira | Confluence | ServiceNow * Zoom | WebEx | Teams * Paytronix | Epsilon | SessionM * JavaScript| Java | HTML | SQL * Salesforce Marketing Cloud * Figma | Miro | InVision | Business Skills   * IT Project Lifecycle * Reporting & Documentation * Agile Methodologies * Microsoft Office 2019 * Vendor Management * Change Management * Process & Workflow Creation |

**Competency:**

**IT EXPERIENCE**

* Implementing digital technology initiatives and enhancements
* Organize and/or lead cross functional teams to reach business objectives and tasks
* Analyzing and creating all requirements for technical projects within proposed budget
* Manage day-to-day relationships with business partners, contractors, and vendors
* Creating, managing and configuring user accounts and developing training material
* Managing several projects as IT Project Lead from initial idea to completion

**WORK EXPERIENCE**

***Loyalty Systems Analyst,*** Inspire Brands Atlanta, GA July 2019 – Present

* Engage in loyalty projects during development, testing, and release with continued support after launch
* Collaborate with internal and external partners to troubleshoot and resolve system issues
* Act as Tier 4 level support for loyalty systems at Point of Sale and on digital platforms (web & mobile)
* Identify areas of automation or focus to better meet business needs and future state
* Supports new restaurant openings (NROs), remodels and acquisitions within construction timeline
* Coordinate with Franchise teams on support issues, NROs, and loyalty enhancements
* Participate in planning & development sessions and support future loyalty program initiatives
* Track incidents, change requests, and work requests until resolved and/or closed

***Business Systems Specialist,*** PYRO’S Company, LLC Memphis, TN Sept 2015 – July 2019

* Managed entire IT infrastructure for 15 locations & acted as SME on company-wide technology
* Served as IT Project Manager on cross-functional teams to facilitate new technology and processes
* Developed risk management analysis and implement mitigation strategies for current & future projects
* Defined project plan, scope, assign deliverables, & allocate resources to meet deadlines for completion
* Successfully opened 9 new locations and developed an IT infrastructure for 3 new concepts
* Planned & monitored technical business practices to recommend new strategies to increase revenue
* Administered user access across multiple concepts & primary technical support contact for all systems
* Developed user manuals & trained end-users on IT processes through one-on-ones or group sessions
* Primary liaison and single point of contact for all third-party software & hardware partners

***R&I Support Technician,*** Shelby County Sheriff’s Office Memphis, TN Nov 2013 – Sept 2015

* Installed and configured new computers, printers, and drivers on user’s computers
* Troubleshot software, hardware, and printing issues
* Troubleshot and resolve desktop related issues
* Configured user Windows profile to customize desktop
* Troubleshot and support desktop peripherals, such as cameras and fingerprint readers
* Utilized name searches in the Jail Management System (JMS) and the Master Index Card File

***HR Specialist,*** Kirby Pines Retirement Community Memphis, TN Aug 2012 – Nov 2013

* Managed all Independent Contractors and provide counseling and assistance to all 300+ employees
* Data input of sensitive personnel documentation in Answers On Demand and Empower
* Facilitated weekly New Hire Orientation classes on company policies and procedures
* Maintained and updated all Employee Personnel Files and records
* Educated and enrolled eligible employees on company benefits
* Submitted accurate documentation for Direct Deposit, FMLA, Mileage, Benefits, and Evaluations
* Ensured compliance of HIPPA Regulations, State Requirements, and company policies and procedure

***Executive Administrative Assistant,*** Ejji Studios Jonesboro, AR Aug 2011 – Nov 2014

* Managed and supported the company’s websites on a weekly basis
* Implemented a database structure to keep track of the inventory
* Repaired or replaced major hardware issues on certain computer equipment
* Troubleshot hardware/software issues on all PCs and Apple products
* Served as general IT support for all of Ejji Studios’ needs

***IT Intern – Software Tester,*** AutoZone, Inc. Memphis, TN May 2011 – Nov 2011

* Executed test plan for new inventory and POS software
* Worked with the DevOps & Store Support teams to create test plans and test cases based on business and systems requirement documents
* Used Jira to create a test plan, track executions against plan throughout testing, and handle faults from start to resolution

***IT Intern,*** Memphis Orthopedic Group Memphis, TN Feb 2011 – May 2011

* Troubleshooting software and hardware issues
* Used ticketing system to log, solve, and document support issues
* Replaced defective desktop computers and ensured proper operation after installation
* Installed and repaired software and hardware for all company IT equipment
* Conducted training for new electronic medical record software