

IT Tech Manager

English Turn Golf & Country Club — New Orleans, LA

June 2024 – Present

As the sole IT professional at the club, I lead the design, implementation, and daily support of all technical systems. My role combines hands-on infrastructure management, cloud services administration, business automation, user support, and operational leadership across departments. I also support HR, insurance coordination, and internal project planning — acting as a one-person technical and operational backbone for the organization.

Core Responsibilities

Systems & Network Administration

- Maintained Active Directory, DHCP, DNS, and VPN access within a hybrid cloud environment.
- Managed NAS backup infrastructure and implemented data recovery protocols for business continuity.
- Oversaw Unifi network systems including switches, APs, VLANs, and firewalls for the entire property.

Cloud Identity, Device & File Management (Azure AD + SharePoint)

- Administered the organization's **Azure Active Directory**, managing user provisioning, permissions, and conditional access policies.
- Enrolled and configured all company laptops as **Azure AD-joined devices** for remote management and security enforcement.
- Enabled **OneDrive redirection for Desktop/Documents**, ensuring real-time sync and backup across devices.
- Managed internal **SharePoint document libraries**, permission levels, and secure shared folders for interdepartmental use.
- Maintained domain-level controls and device compliance, including system updates and user restrictions.

Website & API Integrations

- Maintained and updated the WordPress-based public website, managing content, plugin configurations, and layout improvements.
- Integrated the **Google Places API** via Google Cloud Console to showcase live customer reviews.

POS System Deployment & Support

- Led migration to a new point-of-sale system across multiple departments.
- Managed vendor relationships, data migration, and user training.
- Integrated POS with inventory and accounting tools to streamline transaction flows and reporting.

Automation & Business Reporting

- Developed Excel-based automations for:
 - Tip reporting (role-based, shift-based logic)
 - Inventory discrepancy detection
 - F&B minimum usage billing
 - Employee time tracking and payroll prep
- Saved department managers 10–15 hours per week by eliminating repetitive manual tasks.

Employee Insurance & HR Support

- Managed employee enrollments and changes for medical, dental, and vision plans.
- Acted as liaison between staff and external insurance brokers during renewals and claims.
- Supported HR with onboarding, policy questions, and benefits documentation.

Cross-Department Support & Communication

- Provided technical assistance to all departments: F&B, Pro Shop, Events, Admin.
- Troubleshoot devices, printers, Wi-Fi, Microsoft 365, and user login issues.
- Delivered bilingual support (English/Spanish) and internal training as needed.

Vendor Management & Tech Coordination

- Managed vendor relationships, hardware deliveries, and installations.
- Coordinated infrastructure upgrades and system improvements with minimal disruption.

Key Projects

Bridge-to-Bridge Wireless Network Extension

Designed and deployed a Unifi point-to-point bridge to extend network connectivity from the main clubhouse to a remote building without physical cabling.

- Aligned directional antennas, configured static IPs, tested signal strength, and secured access.
- Restored internet access and POS functionality to the building at a fraction of the cost of fiber trenching.

Azure AD & Remote Device Management Rollout

Transitioned all company laptops to Azure AD, enabling centralized identity and access control, remote wipe capability, and desktop sync via OneDrive.

- Set up conditional access policies, remote user login, and centralized device tracking.
- Integrated SharePoint as the organization's internal file-sharing and collaboration system.

Tip Report Automation

Created a dynamic Excel tool to automate tip calculations based on role, shift count, and hours worked.

- Replaced manual calculations with dropdown-based logic, saving 30–40 hours/month in manager time.

Inventory Discrepancy Tracker

Built an inventory tracking sheet that flags missing or low-stock items by comparing POS exports to physical counts.

- Helped reduce shrinkage and improved inventory accountability.

F&B Minimum Tracking Tool

Created a monthly billing tool to track member food and beverage spending against required minimums.

- Used by accounting for accurate monthly billing and compliance enforcement.

Employee Time & Payroll Tracker

Designed a clock-in tracking system that aggregates hours, flags errors (like missing shifts or overlapping time), and prepares data for payroll review.