Contact

connorsbrothers@hotmail.com

www.linkedin.com/in/theposdoctor
(LinkedIn)
www.ringholding.com/en/
(Company)
www.popeyesuk.com/ (Company)

Top Skills

IT Enabled Business Transformation

Digital Strategy

Digital Transformation

Languages

English (Native or Bilingual)

French (Full Professional)

Spanish (Professional Working)

Japanese (Limited Working)

Certifications

Qualified Micros 3700 installer

Artificial Intelligence and Business
Strategy: Case Studies

Honors-Awards

Wahaca Best Use Of Technology
Award

Best Supporting Act

William Connors

Director @ WilliamConnors.Tech Ltd | Technology Management, IT
Management
Hemel Hempstead, England, United Kingdom

Summary

My passion is hospitality and maximising restaurant performance
within the new tech ecosystem.

Specialties:
• Quick & Table Service • Processes & Controls • IT Sourcing
• Training & Support • Social Marketing • IT Project Management
• Wireless Technology • EFT (credit card integration) • Inventory
Management • Delivery Integration
• AR Menus • PCI Compliance • Mobile Ordering & Payment

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Experience

WilliamConnors.Tech Ltd.
Owner/ Director
March 2025 - Present (7 months)
London Area, United Kingdom

I consult with leading UK restaurant brands, connecting data, raising efficiency,
lowering costs, and growing loyal audiences. My operational and technical
experience is applied using ITIL methodology to achieve success.

• Successfully managed the upgrade and reintegration of the IT systems for all
7 Wagamama restaurants based in the USA (2-month contract)

WINGSTOP UK (Lemon Pepper Holdings Ltd)
Head of Information Technology
October 2024 - March 2025 (6 months)

Lemon Pepper Holdings own the franchise rights to Wingstop in the UK,
growing from 56 to 85 sites in 2025. It is the UK's fastest-growing QSR
restaurant and 2nd most popular restaurant brand on Deliveroo.

• In charge of everything IT-related, creating a 5-year IT roadmap, linking
different data streams to maximise efficiency, create a fantastic customer
experience, improve insights, and grow brand loyalty.

• Reduced the yearly IT spend by £70,000 through contract renegotiations and reducing waste.
• Assisted the CEO and Board of Directors with technical expertise during the £400 million sale of LPH to new investors (completed in January 2025).

Noble Restaurant Group Ltd
Head of Information Technology
October 2022 - October 2024 (2 years 1 month)
London, England, United Kingdom

The Noble Group is a UK-based collection of family-style and fine dining establishments, mostly based in London. Chotto Matte has restaurants in the UK, USA, Canada, and the Middle East.

• Created and implemented a new tech stack for the entire Noble business, which included EPOS, mobile ordering, gift cards, electronic vouchers, integrated payments and stock, experience-led reservations, and QR code-based payment at table. The solutions produced immediate benefits in reducing credit card fees by £260,000 and improved labour costs 10% via service efficiency.
• Established a circular data flow that linked EPOS, CRM, electronic vouchers, reservations, and customer feedback solutions, which provided an excellent customer experience while improving efficiency throughout the business.
• Worked across departments and with key stakeholders to introduce and implement digital signage and touch screen solutions, modernising the look of Angus Steakhouse and Steak & Company.

Ring International Holding AG
Head of IT Operations
October 2021 - October 2022 (1 year 1 month)
London, England, United Kingdom

Ring International Holdings is a leading international player in quick service restaurants, owning the franchise rights to Popeyes in the UK and Middle East, and Burger King in Scandinavia.

• Launched the first 20 Popeyes restaurants and dark kitchens in the UK with Oracle Simphony, kiosks, online ordering, integrated inventory, delivery, cloud reporting, kitchen automation, digital menus, and customer relation management systems.
• Modernised 120+ Burger King franchises across three countries to unified EPOS, delivery, kiosk, stock, and CRM solutions.

• Worked with the CTO and third parties to deliver all aspects of service, purchasing, strategy, and support.

Wahaca
Head of IT & Systems
April 2013 - October 2021 (8 years 7 months)
London, United Kingdom

Wahaca and DF Tacos are UK restaurant brands well-known for fresh, fantastic food served in a "fast casual" setting. As their Head of IT & Systems, I ensured the restaurants and head office benefit from the best technological tools on the market.

• Transformed both Wahaca and DF Taco businesses by selecting and implementing "best of breed" mobile ordering and payment platforms, seamlessly linking customers' purchases with customer feedback, CRM, and loyalty.
• In charge of all EPOS systems which included wireless hand-held ordering, kitchen displays, Fourth stock and labour, cloud-based reporting, digital signage, and other third-party applications.
• Managed all company Microsoft platforms, VOIP telephones, internal IT security, and web domains.
• Directly supported the needs of 1400+ employees and worked with third parties to ensure IT efficiency within two company brands that generated £54 million in yearly revenue.
• Repeatedly achieved level-2 PCI compliance certification for all restaurants working alongside a small team of senior managers so company and customer data is secure and risks are mitigated.
• Worked with developers and ownership to move from discount-based promotions to an integrated gift card and voucher system.

ASP Systems
Technical Manager
September 2010 - April 2013 (2 years 8 months)
UK

Worked directly with hotel owners and a team of international developers to create cutting-edge IT and EPOS (Electronic Point Of Sale) solutions for the UK hotel and restaurant markets.

The product created (named Commander) works with all Windows products, is scalable, offers recipe-based stock management, wireless ordering,

EFT integration, CRM, SMS text messaging, and web-based restaurant reservations via a Facebook app.

• In charge of all technical aspects of the Commander product including pre-sales consultations with the customers, hardware selection, installation of EPOS and EFT solutions, support, and ensuring continuous customer satisfaction.
• Responsible for identifying the latest technology for the Hospitality market and provide the "best of breed" solutions to improve the ASP product including the development of wireless ordering, social media integration, PCI compliance, table management, guest reservations, and interfacing with other market-leading products for credit cards and stock.
• Worked directly with international software developers, guiding product development from concept to testing and implementation while working within changing needs and limited resources.

QSR Automations
Project Manager
May 2009 - November 2010 (1 year 7 months)
UK

QSR Automations is an American company providing solutions for restaurants, pubs, and hotels. The company is a leader in providing kitchen display systems, table management, and wireless technology.

• Organized and led technical installations for all customers including Jamie's Italian, KFC, TGI Fridays, Wahaca, and Drake & Morgan Restaurants.
• Performed second line customer support for QSR kitchen display and table management products as well as all integrations with Micros and Radiant/Aloha EPOS systems.
• Used operational and technical knowledge in customer sales presentations and performed site inspections to determine project costing.
• Provided bespoke IT solutions to address needs both within the company and to fulfil customer requirements.

Hyphen Inc.
EPOS Implementation Specialist
May 2003 - January 2009 (5 years 9 months)
Canada, Caribbean, France, Japan, Korea, the UK, and the USA

Led teams of up to 8 people installing and configuring EPOS hardware and software, working with 3rd-party software integrations, training staff of all levels

how to use the products, ensuring total customer satisfaction with how the solutions meet their business needs, and providing technical support after completion. As a member of Hyphen, I was a specialist contracted by Micros offices worldwide (since purchased by Oracle).

• Exceeded expectations on numerous high-profile projects, including Wembley and Arsenal Stadiums and configured the corporate Micros 3700 database for over 1000 Pizza Hut Restaurants across France.
• Responsible for the configuration and installation of Micros 9700 for the entire Superclubs hotel chain in Jamaica, linking 12 hotels and 60 outlets within one database.
• Chosen to train and evaluate 16 new Micros installers from the UK and Hungary at the Micros Academy (April, 2008).
• Demonstrated knowledge of networking, SQL, Oracle, iCare, CRM, auditing, troubleshooting hardware and software, KDS, and integrating with third-party software.

Radisson
Food & Beverage Manager
May 2002 - April 2003 (1 year)
Belize City, Belize

Directed all F&B operations for a 4-star hotel with 5 revenue centers, managing 43 employees, achieving revenues in excess of $1.5 million US dollars per year. Accountable for improving F&B sales, meeting budget expectations, menu creation, controlling waste, scheduling, hiring, and quality control.

• Improved revenues and service feedback by 25% after initiating staff training in service and up-selling while controlling widespread theft by staff within the outlets and in stock areas.
• Taught myself how to configure and troubleshoot Micros POS, stock, and PMS products in spare time.
• Achieved in the role of Duty Manager in absence of hotel General Manager.

Club Med
Asst. F&B Manager
August 1995 - May 2002 (6 years 10 months)
Bahamas, Mexico, St. Lucia, Switzerland, and Turks & Caicos BWI

Teamed with the F&B Director to manage yearly restaurant sales in excess of $2 million USD in resort establishments exceeding 200 employees and 1000 rooms.

• In charge of purchasing and control for all F&B outlets using bespoke software and ensuring the overall F&B product meets corporate quality standards.
• Enrolled in Club Med's "Hi-Pot" Management training program, a 2-year process of seminars and mentoring by the hotel General Manager.
• Implemented the HACCP system in all service areas, greatly improving hygiene and safety in the workplace.

Education

Schiller International University
Bachelors Administration, Hospitality Management · (1993 - 1995)

Carleton University
Associates, Business Administration · (1990 - 1992)

Lower Canada College
General, General Studies · (1989 - 1990)

Loyola High School
 · (1983 - 1988)