**Technical Skills**

* Web Programming: HTML, CSS, JavaScript, WordPress
* Software: MS Office Suite 2007-365, SharePoint 2010, InfoPath 2010, Adobe Suite CC, Corel Draw X5
* Google Applications: Android, Gmail, Google Docs, Google Voice, Maps, Sync, My Business
* Networks/Servers: Microsoft Server 2003
* POS Systems: LightSpeed Retail, QuickBooks POS, Celerant
* Social Media: Facebook, Instagram, Twitter

**Professional Experience**

IT Manager July 2007 to Present

Premier Soccer - Norfolk, VA

* Prepare, maintain and keep updated IT procedures and documentation related to business processes and platforms operations for 7 retail locations
* Manage resources and processes required to design, plan, and support all information products and services
  + Troubleshoot and Fix/replace hardware issues in all systems including PCs, Macs, printers
* Research and evaluate new technologies to be used as enhancements or upgrades to existing server, network, and other IT infrastructure equipment
* Researched and facilitated a company-wide conversion to LightSpeed Retail from QuickBooks POS and QuickBooks POS from Celerant as business requirements evolved
* Conduct all training for new system processes including day-to-day operation spanning retail, custom printing operations, team and organization invoicing, inventory and workforce management
  + Responsible for facilitating new system integration and training at 7 retail locations
* Install all computers, network equipment, and business software
  + Implement and customize Windows, Mac and iOS devices to maintain compatibility in an evolving business environment
  + Purchase and built custom systems for specific operations
* Set up all current systems including Point of Sale, back office, printers, large format printer/cutter, mobile devices and networks running at all locations
* Evaluate and manage vendors relations
* Technical support for owners, management and employees
* Maintain ecommerce operations with Amazon, eBay and Wix Works with Excel to organize large spread sheets using various functions and send requested reports to owner
* Manage and direct all social media accounts

Campus Lab Front Desk IT Support November 2006 to August 2010

Old Dominion University OCCS - Norfolk, VA

* Maintained day to day operations of student computer labs at 4 different locations
* Troubleshot system errors on client computers and network printers (Up to 83 computers, and 4 laser printers in any one lab)
* Assisted in hardware and software end of life-cycle transitions and updates
* Assisted students and faculty in using lab equipment and software

**Education**

BSBA Information Technology December 2010

Minor: Financial Management

Old Dominion University - Norfolk, VA