

PROFESSIONAL SUMMARY

Experienced POS System Administrator with a strong background in system configuration, troubleshooting, and maintaining point-of-sale infrastructure for large retail chains. Adept at managing multiple locations and ensuring smooth, uninterrupted operations across hardware and software platforms.

EDUCATION

Bachelor of Science in Information Technology

University of New York | New York, NY |
Graduated: May 2017

Certifications

- CompTIA A+ | Issued: March 2023
- Certified POS Professional (POSP) | Issued: July 2020
- Network+ | Issued: December 2019

Additional Information

Member of the IT Support Association

SKILLS

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| • POS system integration (NCR, Oracle) | Expert |
| • Network management | Expert |
| • Hardware configuration and setup | Expert |
| • System diagnostics and troubleshooting | Expert |
| • Inventory management software | Expert |

LANGUAGES

- English (Fluent)
- Spanish (Conversational)

EXPERIENCE



2020 - Now

POS System Administrator Tech Retail Inc. / New York, NY

- Spearhead the installation and ongoing support of POS systems for more than 50 retail locations, managing both hardware and software configurations.
- Collaborate with the IT team to design and implement custom configurations for POS systems, allowing for more efficient data reporting and inventory management across all stores, which improved accuracy by 20%.
- Diagnose and resolve technical issues that caused system downtime, creating a set of troubleshooting procedures that reduced technical resolution time by 40%.
- Deliver extensive training programs for managers and staff members at various locations, ensuring that all users were equipped with the knowledge to troubleshoot minor issues independently and maximize system functionality.



2018 - 2020

IT Support Specialist City Electronics / New York, NY

- Provided remote and in-person technical support for over 100 POS terminals, resolving a wide range of technical issues, including system errors, connectivity issues, and hardware malfunctions.
- Worked closely with store managers to schedule and implement regular software updates and hardware upgrades, ensuring that all systems were up-to-date with the latest security patches.
- Coordinated the repair and replacement of malfunctioning POS hardware across multiple store locations, contributing to an overall 15% increase in operational efficiency.
- Assisted in the onboarding of new stores to the POS system network, overseeing the full installation of hardware and software.