

**Alex Novelo**  
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### Professional Summary

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I'm a Bilingual (English / Spanish) Professional with 17 Years of solid Technology experience including Implementation, Systems Support, Training and Systems Management in a variety of industries. Proven project management skills with a passion for customer service and the ability to get things done.

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### Experience

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<b>POSabilities LLC</b> , Panama City Beach, FL	2013 - present
<i>Operations Manager</i>	

Responsible for operations related to Aloha and Retail Pro systems implementations, integration, and support, both on site and remote. Managing a staff of 10.

- Track and monitor daily workload to ensure client and operations expectations are met.
- Provide staff direction in analyzing and resolving client issues at all levels.
- Responsible for client meeting and addressing any client concerns.
- Developed standards, technical documentation and best practice rules.
- Perform 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> level client tech support (as needed).
- Responsible for managing the internal office network, and computers.

<b>Retail Information Systems</b> , Houston, TX	2012 - 2013
<i>Tech Support</i>	

- Performed both 1<sup>st</sup> and 2<sup>nd</sup> level end-user support
- Responsible for remote implementations, integration and support, of the Retail Pro systems.

<b>Bypass, LLC</b> , Austin, TX	2012
<i>Tech Services Manager</i>	

- Responsible for all Bypass related implementations, integration, and support, both on site and remote.
- Assisted in developing scalable business solutions using Bypass technology, for the benefit of Bypass customers. Solutions included Software, Hardware, Networking, and Point of Sale Technology.
- Performed both On-site and Remote training of Bypass customers, on back of house and end-user functionality and usage of Bypass technology.
- Assisted customer sites with live day procedures.
- Performed hardware installation and network configuration.
- Performed both 1<sup>st</sup> and 2<sup>nd</sup> level end-user support
- Developed technical documentation and best practice rules
- Worked with the Bypass development team on new features and functions to improve Bypass software.
- Managed the internal office network, and computers

**International Micro Systems, Aston, PA**

2007 - 2012

*Implementation Specialist / Trainer*

Responsible for both on site and remote IMS related implementations, integration and support, of the Retail Pro and Volante point of sale systems.

- Handled Project Management for new customer installs and sites upgrades
- Performed On-site site surveys, evaluating needs and requirements, prior to doing custom programming based on the sites configuration, requests, budget, and needs.
- Performed Property Expert, Manager and End user training on the Retail Pro and Volante hardware, software, processes, tools, procedures and reports.
- Assisted customer sites with live day procedures.
- Performed hardware installation and network configuration.
- Worked with IMS Management and implementation/customer support team members to find ways to better deliver the projects to the customers with less lost time and more controls.
- Responsible for managing / supporting the internal IMS network, including Windows 2003 Servers, Exchange Server, Wireless, Internal PC support and upgrades.
- Developed and implemented cleanup procedures for customers who were affected by Viruses and Malware.

**ARAMARK, Sports and Entertainment (Turner Field), Atlanta, GA**

2005 - 2007

*Manager, Information Technology*

Managed network, computers, and POS systems at Turner Field, home of Major League Baseball's Atlanta Braves.

- Developed and presented to management budgets and cost analysis reports for all stadium I.T. needs.
- Implemented stadium-wide upgrade of Micros 9700 system, including addition of 200 new terminals.
- Implemented replacement of the Pacer retail system with Retail Pro in main retail locations.
- Rolled out a high-speed credit card and gift card solution for all POS systems.
- Developed and implemented a replacement schedule for infrastructure (wiring / network / equipment)
- Performed property expert, manager and end-user training on the Micros Point of Sales and Retail Pro POS.
- Performed daily system maintenance procedures to keep systems in line with corporate ARAMARK/Turner Field standards.

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**SKILLS**

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|--------------------------------------|--|---|
| ▪ Customer/Client Care Experience    | ▪ Onsite and Remote Troubleshooting Experience | ▪ Budgeting   |
| ▪ Experience with Microsoft software | ▪ Data Backup – Recovery                       | ▪ Experience with Tablet and Smart Phone Support      |
| ▪ Experience with Mac OSX software   | ▪ Hardware / Software Installation             | ▪ Point of Sale System Management                     |
| ▪ Systems Administration             | ▪ Experience with software virtualization      | ▪ Software Trainer                                    |
| ▪ Best Practices Development         |  | ▪ Experience with Networking, VPN, Routers, Firewalls |