

Austin Chaney

303-960-1888 • austin@chaneytechnology.com • www.linkedin.com/in/austinchaney • www.chaneytechnology.com

INFORMATION TECHNOLOGY PROFESSIONAL

Dedicated IT professional with extensive experience in numerous technical applications and software, and a background in management and team leadership. A motivated problem solver with an aptitude for innovation and solutions development. Communicative and personable, a technology enthusiast aiming to benefit organizations by combining technical and leadership skills to drive productivity and savings.

Technical Proficiencies

- Microsoft Windows Servers
- Hyper-V/VMWare Management
- Hospitality POS Systems
- Active Directory & Group Policy
- Infrastructure Design
- Productivity Suites
- Networking Development
- System Interfacing
- Windows 7, 8, 10

PROFESSIONAL EXPERIENCE

STOUT STREET HOSPITALITY, Denver, CO, 2014 - Present

Corporate Systems Administrator

Provides key assistance and advice to IT Director on variety of issues including Information Systems Policies. Accurately ensures and maintains PCI Compliance for all employees, computer systems, and vendors. Executes daily checks of all systems to ensure all operations are performing at top capacity. Maintains Windows Server infrastructure, Networking, & all Active Directory/Group Policy management. Works closely with vendors on support, projects, and possible partnerships. Acts as IT Generalist, with knowledge of all company systems and networks.

Key Accomplishments:

- Completely redesigned the domain network and server infrastructure for segmentation and PCI compliance.
- Successfully converted several owned properties to Starwood's Tribute Portfolio running on LightSpeed/Galaxy Hotel Systems.
- Acted as interim IT Manager for four months in absence of IT Director, reporting directly to CFO.
- Successfully setup company SLA and policies from the ground up including administrative documentation for several departments.

Senior IT Support Specialist

Liaised with property managers directly to strategize on all IT issues. Problem solved issues reported by third party vendors. Managed organizations VoIP phone systems. Played key role as projects lead during installs of new POS systems, internet circuits, RFID Key Systems, Free-to-Guest HD TV systems. Planned, coordinated, installed, tested and provided support during all new projects implemented by the organization.

Key Accomplishments:

- Worked directly with over seven Hospitality Management systems including Aloha & Micros HIS POS, IDPMS: Hotel Concept PMS, Opera PMS, Saflok & VingCard Key Systems, and Symantec Endpoint Client and Management Server.
- Streamlined user maintenance, creation, and termination process. Standardized computer and server clone images.

LET'S JUMP, Keller, TX

Computer Systems & Networking Administrator, 2010 - 2014

Actively kept all computer networks up to date, running smoothly, and minimized impact of IT issues.

Key Accomplishments:

- Managed websites and Search Engine Optimization.
- Successfully executed set-up of VoIP service.

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Front Office Manager, 2011 - 2012

Managed opening and closing responsibilities including use of POS system. Coordinated rental reservations through company system. Liaised with catering and other external vendors to coordinate details of each event. Conducted weekly inventory check for all items to manage stock.

THE MAGNOLIA HOTEL DALLAS, Dallas, TX, 2013 - 2014

Front Office Supervisor

Ensured operational tasks were performed accurately and efficiently with great attention to detail. Conducted evening MOD for each department, provided financial credit limit reports, forecasted financial revenue and budget, managed call center/PBX.

Key Accomplishments:

- Awarded "Associate of the Month", presented by the general manager, for exceptional work ethic and dedication.
- Exceeded beyond job description to assist management and other departments ensure all guests received exceptional service.

EDUCATION

Associate Degree, 2011 - 2013 | Tarrant County College, Fort Worth, TX

One and half year of two completed

High School Diploma, 2009 - 2011 | Keller High School, Keller, TX, 3 year graduation program

CERTIFICATIONS

PCI Data Security Standard for IT, The Venza Group, License 2014-05805-00019, 2014 - Present