

David Das

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Objective: To secure a position where strong organizational skills, leadership, and professionalism are rewarded.

Skills:

Extensive Computer/Technical Skills
Problem-Resolution
Written-Oral Communication

Front-End Supervision
Financial Management
Ability to Meet Deadlines

Teambuilding & Training
Cost-Reduction Strategies
Multi-Tasked

Professional Experience:

Das IT Implementations, LLC – Aurora, CO

January 2013 to Present

Principal, 01/12 to 01/13

- Founded Company
- 24/7 Remote Support via Website
- Assists Personal Users
- Assists Business Clients
 - Contracts available

Gibson Arnold & Associates, Inc. – Denver\Golden, CO

July 2011 to January 2013

IT Manager, 01/12 to 01/13

- Responsible for companywide IT Management
 - Completely built MS platform to take 100% login authentication
- Implemented remote administration of all servers & user computers
 - Via LogMeIn, MS RDC, & HP iLO
- Completely rebuilt file structure from the ground up
 - Including adding 3 dedicated File Servers.
 - Completely rebuilt DFS
 - Migrated file system from Novell to Microsoft.
- Restructured MS Active Directory , organized
 - Removed Novell login integration
- Responsible for training employees on using new & existing software
- Migrated user E-mail from POP3 to IMAP4 for Outlook & Phone integration
- 24/7 on call availability & reliable support
- Assisted in reconfiguring all DNS pointers
- Reconfigured DHCP servers & redesigned reservation tables
- Configured SonicWall Firewall & implemented Content Filtering Service based on IP Range to increase what the company could offer to document review clients as far as complete security.

Executive Assistant\Receptionist, 07/11 to 01/12

- Data Entry
- Callbacks & Meeting scheduling
- General PBX operations
- Monitor Temp Staff payroll
- Heavy Microsoft Office Integration
 - Reformatting, OCR Recognition
 - E-mail & Proxy e-mail supervision
- On-Site go-to-guy for general technical assistance
- Provided training to employees on software used
- Helped to roll-out "Placements 2010" 3rd party ACT Database software add-on
- Implemented SOP for file naming convention used throughout company.

Langston and Associates – Irvington, NJ

May 2010 to July 2011

Remote IT Specialist, 05/10 to 07/11

- Data Entry / Faxing / Scanning / Filing
- Remote IT Specialization (LogMeIn)
- Remote Networking (RDC/VPN/VNC)
- Firewall / Router / Switch Configuration

Hilton Short Hills Hotel & Spa – Short Hills, NJ

01/07 to 04/2010

Manager of Overnight Operations, 09/08 to 04/10

Additional Role: Fully Automated Room Check-in and Boarding Pass Kiosk Manager

- Staff management, discipline, and motivation
- Hire, train, and Re-train employees
- Responsible for Front Office IT Management
- Produce financial statements daily
- Monitor and manage payroll
- Schedule according to business levels
- Resolve, Investigate, and Improve all problems/complaints
- Created the Overnight Fire Evacuation Procedure

• **Recipient of Commitment Award**

2nd Quarter 2009

Front Office Supervisor/Night Relief Supervisor, 05/08 to 09/08

- Supervised front office operations including Guest Service Agents, PBX, and Concierge
- Provided guest service, guidance and leadership to ensure consistent customer service is provided
- Trained all staff on standards and policies to ensure consistency of product quality
- Acted in Manager's absence
- Handled guest issues/complaints
- Performed all Front Desk and Night Auditor/Bookkeeper duties including check ins, check outs, accounting reports, balance and reservation modification/cancellations

Guest Service Agent to Night Auditor/Bookkeeper, 04/07 to 05/08

- Processed Check-ins and Check-outs according to high levels of customer service and hospitality
- Monitored transactions daily
- Received and dispatch guest requests in a timely manner
- Resolved guest issues and anticipated guest needs
- Audited the daily transactions of the hotel to verify and balance entries, such as room, food and beverage and telephone charges.
- Investigated and corrected any discrepancies
- Performed data entry for accurate financial statements and reports
- Continued all duties of a guest service agent

Concierge, 01/07, 04/07

- Arranged and managed guest transportation
- Supervised all front service staff including doormen, bellman, and valet
- Responded to guest inquiries regarding hotel services, local area information, and attractions

Education

Union County College, Cranford, NJ

Currently enrolled in Computer Science Program

References Available Upon Request