

ELLIOTT MORRIS

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PROFESSIONAL SUMMARY

Detail-oriented and customer-centric IT professional with a solid technical foundation from an Associate's degree in Computer Science, a Google IT Support Professional Certification, and a dedicated technical portfolio. Actively pursuing CompTIA A+ certification. Serves as the primary equipment and POS troubleshooter in a high-volume restaurant — diagnosing hardware issues, performing first-line fixes, and escalating to vendor technicians with clear documentation — alongside 4+ years of operations leadership as a Kitchen Director and Shift Leader.

TECHNICAL SKILLS & CERTIFICATIONS

Certifications: Google IT Support Professional Certificate (2026), CompTIA A+ (In Progress)

Operating Systems: Windows, macOS, Linux

Networking & Security: Network Troubleshooting, IP Configuration, Infrastructure Services, Cybersecurity Awareness

Hardware & Support: POS Terminal Troubleshooting, Hardware Diagnostics, Cable & Connectivity Checks, Issue Escalation

Software & Systems: Algorithmic Thinking, Software Development Lifecycle (SDLC) Foundations, IT Documentation

Core Competencies: Technical Support, Hardware Maintenance, Problem Solving, Team Leadership, Documentation

EDUCATION

Delaware Technical Community College
Associate of Science in Computer Science

2025
Newark, DE

Coursera / Google
Google IT Support Professional Certificate

2026
Online

PROFESSIONAL EXPERIENCE

Chick-fil-A
Kitchen Director / Shift Leader

2022 – Present
New Castle, DE

- **Equipment Troubleshooting & Escalation:** Serve as the primary point of contact for restaurant equipment issues; troubleshoot and diagnose hardware failures, apply first-line fixes where possible, and escalate unresolved problems to third-party technicians with detailed documentation of symptoms and steps taken.
- **POS System Support:** Provide first-line support for POS terminals, including restarting frozen or unresponsive systems, verifying cable and network connectivity, power-cycling hardware, and confirming full functionality before returning units to service.
- **Technical Documentation & Vendor Coordination:** Maintain detailed records of equipment issues, repairs, and vendor service visits; brief leadership on issue status and options to support informed repair-or-replace decisions.
- **Team Leadership & Training:** Supervise and coordinate the activities of kitchen staff; design training programs for new employees focusing on operational procedures, safety protocols, and quality standards.
- **Problem Solving & Process Improvement:** Direct daily high-volume operations under peak-hour pressure; analyze workflows to identify bottlenecks and implement changes that streamline operations and enhance team productivity.
- **Inventory & Asset Management:** Manage end-to-end inventory operations, including tracking stock levels, forecasting demand, ordering supplies, and minimizing waste to maximize cost efficiency.