

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 to further validate technical expertise. Combines robust analytical and troubleshooting skills with 4+ years of high-volume operations leadership as a Kitchen Director and Shift Leader. Proven ability to translate complex problem-solving abilities into structured technical support and efficient process management.

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

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 **2025**
Associate of Science in Computer Science **Newark, DE**

Coursera / Google **2026**
Google IT Support Professional Certificate **Online**

PROFESSIONAL EXPERIENCE

Chick-fil-A **2022 – Present**
Kitchen Director / Shift Leader **New Castle, DE**

- **Team Leadership & Training:** Supervised and coordinated the activities of kitchen staff; designed training programs for new employees focusing on operational procedures, safety protocols, and quality standards.
- **Problem Solving & Time Management:** Directed daily high-volume operations, prioritizing tasks and coordinating multiple activities simultaneously to ensure efficiency and accuracy under intense peak-hour pressure.
- **Process Improvement:** Analyzed workflows to identify bottlenecks and implemented strategic changes that streamlined daily operations and enhanced overall team productivity.
- **Inventory & Asset Management:** Managed end-to-end inventory operations, including tracking stock levels, forecasting demand, ordering supplies, and minimizing waste to maximize cost efficiency.
- **Quality Control & Compliance:** Enforced strict safety, sanitation, and brand standards, maintaining meticulous documentation and an attention to detail that mirrors IT compliance needs.