

Nicholas Allen

Customer Solutions / Support Operations Specialist

Sarasota, FL (Open to Hybrid & Remote)

Email: nickallen4492@gmail.com

Mobile: 941-249-2577

LinkedIn: [linkedin.com/in/nicholas-allen-75465124b](https://www.linkedin.com/in/nicholas-allen-75465124b)

Role Overview

My background combines technical production support with over a decade of customer-facing leadership experience in high-pressure environments. I focus on ownership, de-escalation, clear communication, and follow-through while supporting users through business-critical issues. My technical problem-solving ability has been built through formal IT fundamentals and certifications, reinforced by self-directed learning applied in real support scenarios. This allows me to bridge structured technical troubleshooting with strong customer trust and operational awareness, without overstepping escalation boundaries.

Customer Solutions & Support Operations Strengths

- Customer de-escalation under pressure
 - Clear communication with non-technical users
 - End-to-end case ownership
 - Expectation setting and follow-up
 - Balancing speed and accuracy in live environments
 - Operational awareness and business impact recognition
 - High emotional intelligence during high-stress incidents
 - Cross-team coordination with technical and non-technical teams
 - Support-context technical problem-solving (self-directed learning applied)
-

Professional Experience

L1 Technical Support Specialist

Mad Mobile — Cake POS & Payments Platform

Sarasota / Tampa, FL · Jan 2025 – Present

- Handle high-stress customer situations involving live POS and payments outages in production restaurant environments.
- Act as the primary point of contact, setting expectations and maintaining ownership from initial contact through resolution or escalation.
- De-escalate customer frustration and restore confidence during service-impacting incidents.
- Translate customer-reported issues into structured cases with clear business impact and supporting details.

- Apply self-directed, support-context technical knowledge to validate basic behavior and rule out common failures before escalation.
- Coordinate with L2, Payments, and Engineering teams to ensure smooth handoffs and clear follow-through.
- Maintain consistent customer communication throughout investigation and resolution.

Achievement:

Employee of the Month (Mad Props Winner) — November 2025

Restaurant General Manager

BDE LLC

Mar 2023 – Oct 2023

- Led daily operations in high-volume restaurant environments with constant customer interaction.
 - Handled customer complaints, conflict resolution, and high-emotion situations while protecting the customer experience.
 - Managed staffing, scheduling, onboarding, and accountability.
 - Developed strong skills in prioritization, decision-making, and ownership under pressure.
-

Assistant Store Manager

Furman's Inc.

May 2015 – Jan 2019

- Supported daily operations and customer service at scale.
 - Acted as an escalation point for customer complaints and service recovery.
 - Trained and coached staff to maintain service standards.
 - Built a long-term foundation in leadership, accountability, and customer-first problem solving.
-

Technical Context (Support Scope)

- Technical exposure is support-context only, built through a combination of formal IT foundations and self-directed learning applied on the job
 - Focused on understanding symptoms, impact, and validation — not system ownership or engineering changes
 - Used to improve case ownership, communication quality, and escalation accuracy
-

Certifications

- CompTIA A+
- CompTIA Network+
- CompTIA Security+
- CompTIA IT Fundamentals+