

Nicholas Allen

Technical Support Specialist | IT Support | Documentation & Process Improvement

Sarasota, FL (Open to Hybrid & Remote)

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Portfolio: <https://nickallen.vercel.app>

Professional Profile

Technical Support Specialist with professional experience supporting Linux-based point-of-sale systems, payment platforms, in-store networks, and field-deployed hardware in live production environments. Highly effective in customer-facing support roles, with a proven ability to troubleshoot under pressure, manage emotionally charged situations, and guide non-technical users to resolution.

Recognized for reliability, work ethic, and rapid growth — earning Employee of the Month and a promotion within approximately eight months. Brings a strong, certified foundation in networking, hardware, security fundamentals, and IT support, reinforced by real-world field work and daily help desk operations. Complements formal training with independently built automation and documentation tools focused on efficiency, consistency, and support quality.

Technical Skill Summary

Tier 1 — Core Support & Customer Experience Strengths

- Customer Support / Customer Service / Customer Experience
 - Level 1 / Tier 1 Help Desk Support
 - Troubleshooting (General & Device-Level)
 - Point of Sale (POS) Systems
 - Ticketing Systems (Salesforce and proprietary platforms)
 - Phone-Based Support, Call Control, and Phone Etiquette
 - Customer De-Escalation and Difficult Situations
 - Active Listening and Clear Professional Communication
 - High-Pressure, High-Volume Environments
 - Workload Prioritization and Time Management
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Tier 2 — Frequently Used Technical Skills

- Salesforce (Salesforce Lightning, case documentation)
 - POS Devices, Printers, Peripherals, Payment Hardware
 - Device Troubleshooting and Validation
 - Network Troubleshooting in Support Contexts
 - Internet Protocol Suite (TCP/IP)
 - LAN Connectivity and Endpoint Visibility
 - Mobile Devices and Mobile Device Support
 - Cabling, Patch Panels, Punch-Downs, Cable Testing
 - Field IT Support and On-Site Troubleshooting
 - Computer Hardware Support
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Tier 3 — Automation, Documentation & Modern Tooling (Applied Use)

- Practical AI Tool Usage for Support and Documentation

- Custom GPT Configuration (task-focused outputs)
 - Structured Prompt Writing for repeatable results
 - Microsoft Copilot (end-user functionality)
 - Microsoft Copilot Studio (entry-level configuration)
 - Power Automate (introductory workflow automation)
 - Workflow Optimization and Process Improvement
 - AI-Assisted Documentation Productivity
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Tier 4 — Networking Concepts & Foundations

- Network Design (Foundational / Support Scope)
 - Routing and Switching (Foundational)
 - LAN / WAN Concepts
 - DHCP, DNS Fundamentals
 - Network Configuration Awareness
 - Cloud Networking (Conceptual)
 - Backup and Recovery Concepts
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Tier 5 — Systems & Infrastructure Fundamentals

- Operating Systems: Windows, Basic Linux Exposure
 - Command Line Interface Usage (Support Context)
 - Virtualization using VMware
 - System Administration (Foundational)
 - Hardware Configuration and Computer Assembly
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Tier 6 — Security Knowledge (Certified Awareness)

- Network Security Fundamentals
 - IT Security Policies and Best Practices
 - Data Security Concepts
 - Threat Identification and Malware Awareness
 - Incident Response Concepts
 - Disaster Recovery Planning
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Tier 7 — Professional & Leadership Skills

- Problem Solving and Root Cause Analysis
 - Analytical Thinking
 - Team Collaboration
 - Organization Skills
 - Relationship Building
 - Continuous Learning and Self-Development
 - Adaptability in Changing Environments
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Professional Experience

Level 1 Technical Support Specialist

Mad Mobile — Full-Time

Jan 2025 – Present | Tampa, FL | Hybrid

- Serve as front-line Level 1 technical support for restaurant operators using a Linux-based POS and payment platform in live production environments.

- Handle inbound phone support while actively de-escalating high emotion situations, helping restaurant staff, managers, and owners remain operational.
- Provide technical and operational support for POS terminals, printers, payment devices, and store networking.
- Troubleshoot POS network layouts commonly based on a star topology, validating physical cabling, switch placement, and endpoint connections prior to escalation.
- Determine whether failures are configuration-related, software-related, or suspected hardware defects and escalate appropriately.
- Balance speed and accuracy in a high-volume support environment while maintaining service quality and customer confidence.
- Produce clear, reproducible Salesforce case notes that enable consistent follow-through by Tier 2 and downstream teams.
- Use Five9 and Dialpad daily to manage call queues, workflows, and customer interactions.
- Recognized as **Employee of the Month (Mad Props Winner)** for professionalism, reliability, and consistent quality of support.
- Earned a promotion within approximately eight months, reflecting rapid ramp-up, technical growth, and trust in customer-facing production support.

Information Technology Solutions Specialist

Cook Technology Corp. — Contract / Self-Employed

May 2024 – Sep 2024 | Florida | On-site

- Installed, upgraded, and troubleshoot technology systems across retail and commercial client locations.
- Diagnosed connectivity issues including failed switches, damaged cabling, and non-responsive endpoints.
- Replaced and upgraded ISP backup solutions, installing Cradlepoint LTE failover devices and validating automatic failover through simulated outages.
- Conducted post-installation surveys for Starlink and fiber deployments, confirming primary and secondary internet operation.
- Assisted with VoIP upgrade projects by installing and re-patching Grandstream devices and verifying basic device connectivity and functionality.
- Performed repairs on commercial display systems, restoring service through component replacement.
- Learned and operated a proprietary ticketing system independently, without formal training.
- Worked directly with business staff on-site, maintaining clear communication while resolving issues efficiently.

Restaurant General Manager

BDE LLC — Full-Time

Mar 2023 – Oct 2023 | Lakewood Ranch, FL

- Managed all operational aspects of a high-volume restaurant location.
- Led customer complaint resolution and de-escalation in emotionally charged situations.
- Created schedules, managed staffing levels, and controlled labor costs.
- Reviewed P&L reports and supported financial performance targets.
- Oversaw employee onboarding, training, performance management, and off-boarding.

Assistant Store Manager

Furman's Inc. (Burger King Franchise) — Full-Time

May 2015 – Jan 2019 | Sarasota, FL

- Advanced from crew member to Assistant Store Manager.

- Supported daily operations, staff supervision, scheduling, and compliance.
 - Served as a point of escalation for customer issues.
 - Assisted with inventory management and employee training.
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Projects & Practical Experience

Network Troubleshooting — POS Environments

Mad Mobile | Jan 2025 – Present

- Provided front-line troubleshooting support for restaurant POS network issues.
 - Supported environments using a standard star topology, with centrally managed routers.
 - Assisted with proper placement and use of unmanaged switches when router ports were exhausted.
 - Determined whether issues stemmed from configuration, cabling, or hardware failure.
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L1 Salesforce Support Notes Agent — Self-Taught Automation Project

Jan 2026 – Mar 2026

- Independently learned Microsoft Copilot Studio and Power Automate to improve documentation workflows.
 - Built an agent that converts Dialpad CSV call transcripts into structured, Salesforce-ready support notes.
 - Automated metadata extraction, categorization, severity classification, summaries, and resolution documentation.
 - Significantly reduced manual call wrap-up time and improved documentation consistency.
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Custom GPT — Transcript to Salesforce Note Generator (Self-Taught)

Mad Mobile | Sep 2025 – Dec 2025

- Built a custom GPT through self-directed experimentation.
 - Transformed raw call transcripts into clean, standardized Salesforce support notes.
 - Focused on practical configuration and output reliability rather than AI theory.
 - Improved speed and clarity of documentation for live support cases.
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Custom GPT — Email Writing Assistant (Self-Taught)

Mad Mobile | Aug 2025 – Sep 2025

- Built a GPT to generate customer-ready emails using approved templates and tone.
 - Reduced drafting time for common communication scenarios.
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Custom GPT — Creation Assistant (Self-Taught)

Mad Mobile | Aug 2025

- Built a GPT to accelerate creation of additional custom GPT configurations.
 - Used to structure instructions and generate supporting configuration details.
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Personal Portfolio Website — Self-Directed Learning Project

Mar 2026

- Built a multi-page personal portfolio using Next.js, Visual Studio, Tailwind CSS, and Vercel.
 - Created pages focused on Technical Support, Product Support, Customer Solutions, and Case Studies.
 - Learned modern routing, layouts, and deployment behavior through hands-on troubleshooting.
 - Gained practical understanding of how configuration errors affect live deployments.
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Training & Academic Labs

California Institute of Applied Technology (CIAT)

- Security+ Labs: nmap usage, certificates, authentication, DHCP snooping, ACLs, disaster recovery
 - Network design and testing using Packet Tracer (router and switch CLI)
 - Patch panels, punch-downs, and cable crimping
 - Common Windows and Linux CLI troubleshooting commands
 - Computer assembly and OS installation
 - Virtual machine installation and usage with VMware
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Certifications

- CompTIA Security+ (Active, expires Dec 2026)
 - CompTIA Network+ (Active, expires Dec 2026)
 - CompTIA A+ (Active, expires Dec 2026)
 - CompTIA IT Fundamentals+ (ITF+)
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Education

California Institute of Applied Technology (CIAT)

Certificate — Computer Information Systems

Concentration: Networking & Information Technology

2022 – 2023

Graduated with **3.9 GPA**

Professional Development

Self-paced LinkedIn Learning coursework focused on:

- Customer service de-escalation and call control
- Phone-based customer support
- Professional communication
- Productivity and learning strategies
- Introductory AI productivity tools

(Professional development only; not formal certification or education.)

Honors & Awards

Employee of the Month (Mad Props Winner)

Mad Mobile — November 2025

Academic Honors

CIAT — 3.9 GPA