

# **Nicholas Allen**

Technical Support Specialist

Sarasota, FL (Open to Hybrid & Remote)

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## **Role Overview**

I support a Linux-based POS and payments ecosystem (Cake by Mad Mobile), handling live phone and chat interactions during business-critical incidents. My approach emphasizes structured incident intake, customer de-escalation, precise symptom gathering, and disciplined documentation to enable fast, effective resolution and clean escalations.

My technical exposure within this role has been built through a combination of formal foundational education and self-directed learning applied in real support scenarios, always within a Tier-1 support scope.

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## **Technical Support Skills**

- High-volume phone, chat, and email support
  - Linux-based POS system support (support context)
  - Basic command-line validation during troubleshooting (self-directed learning, support scope only)
  - Incident intake, triage, and prioritization
  - Customer de-escalation during outages and service disruption
  - Step-by-step user guidance and workflow support
  - Networking fundamentals (TCP/IP, DNS, DHCP)
  - POS peripherals: printers, payment terminals, endpoint devices
  - Ticketing systems and case hygiene (Salesforce)
  - Live call tools: Five9, Dialpad
  - Accurate escalation notes and issue reproduction
  - Cross-team coordination with L2, Payments, and Engineering
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## **Professional Experience**

### **L1 Technical Support Specialist**

Mad Mobile — Cake POS & Payments Platform

Sarasota / Tampa, FL · Jan 2025 – Present

- Handle live phone and chat support for a Linux-based POS and payments ecosystem used in restaurant production environments.
- Act as first point of contact, performing structured incident intake to capture symptoms, context, scope, and business impact.

- De-escalate tense or high-stress situations while maintaining calm, clarity, and professional control of the interaction.
- Support POS workflows, application behavior, printers, payment terminals, and network paths.
- Perform basic CLI validation and network checks, learned through hands-on use and internal documentation, to rule out common failures within a Tier-1 support scope.
- Document every interaction in Salesforce, including summaries, troubleshooting steps, customer actions, and outcomes.
- Escalate issues to L2, Payments, or Engineering with complete and reproducible case notes to support efficient resolution.
- Recognized for reliability, consistency, and quality of customer support.

Achievement:

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

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### **Associate Technical Support Specialist**

Mad Mobile

Sarasota, FL · Jan 2025 – Sep 2025

- Provided frontline POS support, including “How do I?” guidance, operational questions, and basic troubleshooting.
  - Performed initial incident intake and documentation to support escalation.
  - Built strong fundamentals in documentation accuracy, consistency, and service quality.
  - Promoted to L1 after approximately eight months based on performance and reliability.
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### **Information Technology Solutions Specialist**

Cook Technology Corp.

Florida · May 2024 – Sep 2024

- Provided on-site technical support in retail and restaurant environments.
  - Replaced and validated switches, LTE failover devices, VoIP hardware (installation and verification only), and commercial displays.
  - Diagnosed primary internet outages by isolating failed switches, cabling, and keystone terminations.
  - Verified network connectivity and endpoint visibility following installations and repairs.
  - Communicated directly with on-site staff while resolving issues efficiently.
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### **Certifications**

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