

C. Frank Wolfe
PO Box 11392
Lahaina, Maui, HI 96761

(808) 281-3090
frank@cwolfe.com

EXPERIENCE SUMMARY

Systems Manager, Telecommunications Manager, Project Manager, Systems Analyst, Business Analyst, Network Manager, and Internet Engineer.

QUALIFICATIONS SUMMARY

- Multiple Property Management System software and hardware experience
- 15 years successful systems experience, demonstrating continuity and progression of duties and responsibilities
- Multiple Point of Sales experience
- Northern Telecom Meridian SL/1 Switch and Voice Mail certified
- Networking and Internet background
- Extensive customer service training
- Trained staff and management on all standard office automation software

KEY ACCOMPLISHMENTS:

- Managed multiple system installations/upgrades during major hotel renovations
- Coordinated 12 Presidential visits with White House Communications Agency
- Continuous Improvement Coordinator
- Created independence of management and staff through cross training and user ownership programs
- Created data collection systems that provided cycle-time reports, progress dashboards, rapid response reporting, and improvement tracking
- Past President, H.O.P.E., The Lodgistix Users Group

PROFESSIONAL EXPERIENCE

US INTERNET
Santa Monica, Ca. 90405
Development Manager

Apr. 99 - Oct. 01

US Internet is a full-service Internet Service Provider that serves Los Angeles and the surrounding area. Involved in every aspect of operations including, high-speed Internet connections to clients, web hosting, email and domain name services. Managed network of 110 websites on 10 NT servers. I worked directly with clients to design database driven websites, that provided custom shopping carts, online credit card processing and back-end database management. Configured DSL information into Cisco 7200 router, building necessary frame-relay information. Issued IP addresses to clients, configured TCP/IP on customers machines, and tested with client. Provided 2nd level customer support for DSL and network connection issues as well as for browser and email related problems.

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MIRAMAR SHERATON HOTEL

Fujita Corporation, USA
Santa Monica, Ca.

Aug. 91 - Dec. 98
Systems Manager

Responsible for the reliable operation of all hotel computer systems, including PMS, POS, Sales and Catering, voice mail and telecommunications equipment. Provided 24/7 support for user community and when needed, coordinated support efforts directly with vendors. Installed personal computers, hardware/software, and related equipment, training staff on usage. I am certified on Meridian SL/1 Telephone switch and performed adds, moves, and changes in-house

My responsibilities also included managing system projects during major hotel renovation projects, including replacement of telephone switch with Meridian SL/1, new Voice Mail, Point of Sale, Call Accounting, and Sales and Catering systems.

I coordinated the implementation of Continuous Improvement Processes, implemented User Ownership Programs, chaired the Quality Committee, and was a member of the Rapid Response committee.

Additional responsibilities included working with individual departments to assess needs and to make timely hardware and software recommendations, as well as for the budgeting of new systems. I also managed system security, performed system back-ups, and other routine maintenance.

The most rewarding challenge was the successful coordination of 12 Presidential visits with White House Communications Agency.

THE DISNEYLAND HOTEL

Anaheim, Calif.

July 1985 - Aug. 91
System Analyst
Business Analysis

Responsibilities include system planning, analysis, program development, maintenance and personnel training. Managed major software and hardware upgrades. At the time, the triple IBM Series/1 property management system was the largest of its type. In addition, provided support and training for 160 users. Systems included property management, point of sale, personal computers, Macintosh, and Xenix office automation networks.

Additional Hotel Experience

Barnaby's Hotel—Manhattan Beach-1983/1985
Beverly Wilshire Hotel-Beverly Hills, CA1980-1983
Hotel Mark Hopkins – San Francisco, CA 1979-1980