

Royce Pedicord

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WORK EXPERIENCE

September 2020-June 2022

Owner Operator

🏢 Birmingham POS Technology Services
📍 Birmingham, Alabama, United States

Covid caused my job of over 8 years as Service Manager for Pinnacle HS to end as outer offices slowly shut down. I opened my own business as a result and did well for a while until most jobs ran dry. I learned a lot as far as Network tech (VPN Mesh Access Points much more..., Security Camera systems, Complete wall mount rack systems. Proficient with Ubiquiti and LTS. Cable pulls etc...

June 2013-July 2020

Service Manager, Senior Service Lead Technician

🏢 Pinnacle Hospitality Systems, Birmingham
📍 United States

Alabama and Pensacola FL. Branch's Corp office Fort Lauderdale, FL.

6/2013 - 7/20/2020

Positouch, Dinerware, Ciro's and Calypso Point of Sale Software, GeoVision security camera
Service Manager for Birmingham, AL and Pensacola, FL. offices. I supervised, hired and trained a crew of 6 service technicians, 2 project managers and 2 Salesman. I performed all office management duties such as keeping inventory par level, shipping and receiving, payroll, system staging and programming. Focused closely with the customer base keeping their approval with our service and working with them to satisfy their needs
EXPERIENCE

2012-June 2013

Service Manager

🏢 Abacus Hospitality Solutions
📍 United States

Aloha Point of Sale Software

Service Manager for Fort Lauderdale, FL. office. I was depended upon by upper management and included in most daily meetings. (over 12 per week.) I was a direct source for information of daily activities in the office mainly for the service department. I supervised two technicians but was primarily the lead for all employees including Project Managers. I reported only to my GM as needed. My duties included staging all systems out of the box to fully operational loaded POS systems. I helped with level 3 support which

included networking, cabling and environmental issues such as power testing and reports for customer evaluation.

EXPERIENCE

2007-2012

Senior Service Technician, Project Manager

🏢 RDS of Florida, Pompano, FL
📍 United States

Maitre'D, NEC, Squirrel, Panasonic Registers, GeoVision security camera DVR

Field Service Technician and all duties previously described. My role in this office was anything that was asked of me. I would test new products and figure out how to make them work. I would do everything from phone support to staging new systems. I also configured databases, training and live coverage.

EXPERIENCE

2004-2007

Implementations Specialist

🏢 Micros Solutions
📍 United States

Micros Point of Sale Software, RES 3700 and E7 systems.

Implementations specialist similar to Project Manager as described. I would receive a folder from sales for a new client. I would take projects from unboxing all new equipment, loading software, multiple meetings with clients, building databases, installing system onsite, training and live coverage.

EXPERIENCE

1999-2004

Senior Field Service Technician, Installer

🏢 Data Business Systems
📍 United States

Positouch Point of Sale Software



Experienced part of the service team as I had come from an extensive Positouch background. I performed all the standard duties of a service technician though this company had a more extensive push to repair products on site. Performed board level repairs on some devices in the field.

EXPERIENCE

Service Manager, Installer, Senior Field Service Technician Pinnacle Hospitality Systems, Fort

1994-1999

field service technician

 Lauderdale
 United States



Fl.

1994-1999

I started my career with Pinnacle Hospitality Systems. I was employed straight out of Keiser College as a field service technician. I worked my way up the ladder and soon held a position as the company's only installer. I would do all installations including a long lasting partnership with Levy Restaurants where I would travel all over the county to install Positouch in professional sports Arenas and Stadiums. I eventually was promoted to Service Manager in 1998.

EDUCATION

-2004

 Micros Academy
 United States

Employer Training, Micros Academy, Columbia Md.
Micros Point of Sale System Certified, 2004

Employer Training, Wyse Education, Birmingham, Al.

- Wyse Education

-1993



Associates Degree

 Keiser College
 United States

College, Keiser College, Fort Lauderdale, Fl.
Associates Degree, Computer Electronics, 1993

- Computer Electronics

-1986

 High School, Westminster Academy
 United States

High School, Westminster Academy, Fort Lauderdale, Fl.

Graduated 1986

SKILLS

POINT OF SALE POS POS SYSTEMS SHIPPING SHIPPING AND RECEIVING CABLING
PROJECT MANAGER NETWORKING OFFICE MANAGEMENT PAYROLL CALYPSO INVENTORY
SERVICE DEPARTMENT ENVIRONMENTAL ISSUES

CERTIFICATIONS

PCI Certification Course

IBM Repairs Certified, Dell Repairs Certified

MCP

MCSE Certification

MCSE

Micros Point of Sale System Certified, 2004

LANGUAGES

English