385 Grandview Blvd.   (914) 714-3309
Yonkers, New York 10710   Pal1221@outlook.com

Angelo Palladino

Experience   2021 – Present   Westchester County Parks   Ardsley, NY

Program Coordinator Information Technology Systems

- System administrator for the following:
    - GolfNow EZ Suite (tee time reservations and point of sale)
    - GolfNow Web Reservation System
    - GolfNow Payments (Credit Card Processing)
    - Vermont Systems (facility, rental and activity reservation systems)
    - WebTrac (facility, rental and activity web reservation systems)
    - PayTrac (Credit Card Processing System)

- Supervise Annual and Seasonal IT Support Staff:
    - Train support staff on department applications
    - Prepare work schedules
    - Assign tasks and monitor productivity

- Provide desktop support at all Parks facilities:
    - Staff Training
    - Hardware setup
    - Software installation
    - Preventative maintenance

- Review all Department Capital Projects:
    - Review projects for IT related items
    - Assist in Planning Infrastructure Design
    - Review all hardware required for completion
    - Assist in the implementation of the project

- Install and maintain all point of sale systems for the Parks Department
- Prepare all reports based of point of sale data
- Develop and Schedule Automated Reporting
- Prepare user manuals for all staff members
- Staff Training Coordinator
- Custom report development based on departmental Applications
- Responsible for monitoring and resolving all customer related issues pertaining to departmental applications

2001 – July 2021   Westchester County Parks   Ardsley, NY

Application Support Administrator

- System administrator for the following:
    - GolfNow Gen 2016 (tee time reservations and point of sale).
    - Core Cashless (ride management and point of sale).
    - Vermont Systems (facility and camp reservation system).
    - Data Card (photo identification software).
    - Track-It! (help desk management software).
    - GolfNow web reservation system.

- Supervise Annual and Seasonal IT Support Staff:
    - Train support staff on department applications
    - Prepare work schedules
    - Assign tasks and monitor productivity

- Provide desktop support at all Parks facilities:
    - Staff Training
    - Hardware setup
    - Software installation
    - Preventative maintenance

- Install and maintain all point of sale systems for the Parks Department.
- Prepare all reports based of point of sale data.
- Prepared user manuals for all staff members.
- Custom report development (Oracle Discoverer).
- Responsible for monitoring and resolving all customer related issues pertaining to departmental applications.

2006 – April 2017   Empire City Yonkers Raceway   Yonkers, NY
Parking Operations Supervisor

- Shift Supervisor.
- Provide guests with excellent customer service.
- Handle and resolve all customer complaints and issues.
- Manage and supervise over 30 employees on a given shift.
- Team Leader and Motivator ensuring customer service was the priority for all staff members.

1998 – 2001   Westchester County Parks   Mt. Kisco, NY
Application Support Specialist

- Provide desktop support at all Parks facilities:
    - Training
    - Hardware setup
    - Software installation
    - Preventative maintenance
- Install and maintain all point of sale systems for the Parks Department.
- System administrator for the following:

- Fairway Systems (tee time reservation and point of sale).
- Data Card (photo identification software).
- Vermont Systems Rectrac (facility and camp reservation system).
- Prepare all reports based of point of sale data
- Prepared user manuals for all staff members
- Develop customized reports through Oracle Discoverer.

1994 – 1998   Westchester County Parks   Mt. Kisco, NY

Account Clerk

- Assisted in the preparation of the annual budget.
- Monthly revenue and expenditure projections.
- Perform annual audits on over 40 Parks facilities.
- Prepare weekly and monthly statistical reports.
- Prepare and process payment vouchers
- Audit daily cash reports.
- Input revenue through LGFS (Local Government Financial System).
- Aided in developing cash collecting procedures for department special events
- Monitor all department contracts

| **Education** | 1990–1994   Iona College   New Rochelle, NY |

- Bachelor of Business Administration

Computer Skills   Microsoft Office Suite, Advantage Financial System, Oracle Discoverer, Microsoft Operating Systems, Progress Database Management.

References   Furnished upon request