

Beau Sweitzer

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Summary:

Seeking an entry-level position to apply strong technical skills, problem-solving abilities, a passion for continuous learning and the opportunity to advance within the company

IT Certifications

Competency in Networking - *CompTIA Aug 2025*
IT Fundamentals PRO – *TestOut Dec 2024*

PC Pro - *TestOut May 2025*

Education

Kent State at Ashtabula - Associates of Applied Business in Information Technology – Projected Graduation in May 2026
- Associates of Applied Business in Business Management Technology – May 2025

Jefferson Area Local High School - Career Technical Honors High School Diploma – May 2023

Work History

IT Intern – The Lodge at Geneva (January 2026 – Present)

- Assist in troubleshooting hardware, software, and network issues for hotel staff and front desk systems.
- Supported end users with account access, and system navigation across property management systems.
- Observed and contributed to incident response and ticket resolution workflows.
- Assisted with configuring workstations, printers, and peripheral devices.
- Completed PCI compliance audits of card processing devices and access to server rooms.
- Identified opportunities to streamline repetitive tasks.
- Translate technical concepts into user-friendly guidance for non-technical staff.

Front Desk Agent – The Lodge at Geneva (July 2025 – Present)

- Check guests in and out of rooms efficiently using Opera Hospitality by Oracle.
- Verify guest identification, payment methods, and booking details.
- Process payments, deposits, and refunds through credit card terminals or cash handling.
- Reconcile receipts and ensure accurate posting of charges to guest folios.
- Maintain security and confidentiality of guest financial and personal information.
- Anticipate guest needs and personalize their experience when possible.
- Handle difficult situations with diplomacy and problem-solving skills.

Shift Manager – TrueNorth (August 2024 – May 2025)

- Audited for accuracy of all shift reports from the previous day. Correct as necessary and train or retrain.
- Run daily reports from the POS and other documentation to complete reporting, including cash deposits.
- Receive and scan deliveries from vendors; reconcile inventory of items being returned and new inventory items coming into the store. Verify items authorized and in price book.
- Run Control Reports to create vendor orders based on build-to bases and day supply requirements. Ensure vendors complete placing orders using our order books exactly.
- Monitor in-ground gasoline storage inventory and maintain adequate inventory levels to avoid a run-out. Be able to do physical stick reading on all ground storage tanks.

Customer Service Representative – TrueNorth (November 2022 – August 2024)

- Process information/merchandise through EPOS cash register system, including retrieving reports, processing credit card transactions, and operating lottery machine.
- Follow TrueNorth procedures and food safety standards for coffee, fountain and food service programs.
- Prioritize tasks while still providing fast and friendly customer service.
- Ensure that each customer receives outstanding customer service by providing a friendly environment which includes greeting and acknowledging every customer entering the store, maintaining outstanding standards, solid product knowledge and all other components of customer service.