

# Christopher Tillman

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## Professional Summary

Operations and technology-focused leader with 10+ years of experience managing high-volume operations and supporting IT infrastructure. Proven record increasing sales, reducing costs, and deploying practical technical solutions across multi-site environments. Blends hands-on systems knowledge with strong team leadership and process improvement.

## Work Experience

### **Help Desk Technician (Internship)**

**Venture Pointe — Jacksonville, FL**

June 2024 – August 2024

- Resolved support tickets for printers, network connectivity, and Windows/Active Directory devices
- Provisioned hardware, performed workstation refreshes, and configured systems for end users
- Completed on-site network equipment replacements and infrastructure support

### **General Manager**

**Papa John's — Jacksonville, FL**

August 2024 – **Present**

- Lead hiring, scheduling, training, and full store operations
- Increased sales by **8%** by enforcing operational standards and accountability
- Earned **91% on two corporate inspections** and stabilized team performance
- Manage labor, food cost, inventory, and profitability targets

## Restaurant General Manager

**Moe's Southwest Grill — Jacksonville, FL**

October 2020 – **Present**

- Oversee daily operations, staffing, and cost controls
- Increased weekly sales by **10%** through training and process improvements
- Troubleshoot and repair equipment/systems to reduce downtime and expenses

## Catering Sales Manager (Gainesville Market)

**Moe's Southwest Grill — Jacksonville, FL**

October 2016 – November 2018

- Managed **\$400K+ annual catering revenue** across multiple locations
- Standardized processes and trained teams for consistent execution
- **Installed and supported online ordering systems and network printers across 21 stores**
- Implemented remote access tools and maintained digital menus

## Assistant Manager

**Moe's Southwest Grill — Jacksonville, FL**

September 2015 – October 2016

- Supervised staff of 19, managed inventory and scheduling, and handled daily cash reconciliation

## Education

**Florida State College at Jacksonville (FSCJ)**

- Associate of Science (A.S.) — Network Systems Administration, 2024 – Present

## Technical Projects & Infrastructure Experience

- Operate homelab using **Proxmox, Docker, and TrueNAS**
- Deploy VMs/containers, backups, and internal services
- Configure **DHCP, DNS, routing, VLANs, port forwarding, and remote access**
- Manage SMB/NFS shares, storage pools, and hardware installs
- Perform Windows and Linux system setup and troubleshooting

## **Tools & Technologies**

Proxmox • Docker • TrueNAS • Active Directory • TCP/IP • DHCP/DNS • VLANs • Windows  
• macOS • Linux • iOS • Android • Microsoft 365 • Hardware & Network Deployment

## **Core Skills**

Operations Leadership • Cost Control • Process Improvement • Help Desk Support •  
Systems Administration Fundamentals • Network Troubleshooting • Cross-Platform  
Support • Documentation & Research