

Charlotte Owens

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SUMMARY

IT manager with 13 years supporting **commerce applications**, **hospitality** technology, gaming systems, retail Point of Sale operations, **end user computing**, and continuous service delivery. Leads application portfolios, technical teams, project delivery, service desk practices, KPI reviews, backup validation, vendor coordination, and root cause resolution across hardware, software, networks, integrations, and **user access**. Seven years of people management includes recruiting, scheduling, coaching, performance reviews, development planning, and corrective action for teams supporting round the clock operations. Career growth from business systems analyst to applications manager reflects stronger ownership of requirements, availability, process improvement, documentation, and operational planning. Clear communication with technical leaders, vendors, and operating departments supports practical decisions that protect guest service, revenue workflows, and reliable business operations.

EXPERIENCE

IT Applications Manager

January 2022 - Present

Prairie Star Hospitality Technologies

Tulsa, OK

Leads applications and end user services for casino, hotel, food and beverage, and **retail operations**. Manages a 16 person team, **service performance**, project delivery, staffing, documentation, and availability controls across a continuous entertainment operation.

- Led a 16 person team supporting casino, hotel, food and beverage, and retail technology.
- Governed **Casino Management System**, hospitality, Point of Sale, device, and integration services.
- Set availability, incident response, request fulfillment, and defect KPIs for monthly corrective reviews.
- Directed requirements, resource planning, testing, deployment, documentation, and operational handoff for **IT projects**.
- Managed **recruitment**, schedules, coaching, performance reviews, development plans, and corrective actions.
- Validated backups, quality checks, procedures, **diagrams**, and root cause reviews across production incidents.

IT Operations Manager

August 2019 - December 2021

Frontier Resort Systems

Oklahoma City, OK

Managed application, service desk, and **end user computing** operations for hotel, gaming, restaurant, and retail departments. Directed an 11 person team, high availability support, technology rollouts, purchasing reviews, service metrics, and workforce development.

- Managed 11 analysts and technicians supporting hotel, gaming, restaurant, and **retail operations**.
- Coordinated **high availability** coverage for property **applications** and Point of Sale environments.
- Led payment terminal, workstation, application upgrade, and interface rollout validation.
- Reviewed service desk metrics and user feedback, then revised procedures and coaching plans.
- Evaluated **hardware** and software purchases against supportability, **integrations**, lifecycle, and operating needs.
- Developed analysts through technical reviews, incident debriefs, presentations, and structured growth plans.

Senior Business Systems Analyst

May 2016 - July 2019

Green Country Gaming Services

Tulsa, OK

Supported business systems across gaming and guest service environments, with ownership of requirements, integrations, production incidents, backup checks, documentation, quality controls, and selected application upgrades. Served as a bridge between operations, vendors, infrastructure teams, and application owners.

- Supported **Casino Management System**, hospitality, **retail**, and food and beverage applications.
- Gathered requirements and translated operating needs into testable specifications for vendors.
- Investigated application, network, device, and **user access** incidents through documented **root causes**.
- Monitored critical systems and backup routines, validating recovery procedures with technical owners.
- Created process diagrams, support documents, test plans, and **quality control** checklists.
- Led application upgrades through testing, deployment readiness, stakeholder **communication**, and post release tracking.

Business Systems Analyst

June 2013 - April 2016

Sooner Commerce Technology

Norman, OK

Provided analyst support for retail and hospitality applications, Point of Sale devices, workstations, interfaces, and customer facing operations. Built practical project leadership through requirements definition, release validation, troubleshooting, documentation, and stakeholder communication.

- Supported retail and hospitality applications, Point of Sale devices, workstations, and interfaces.
- Mapped workflows and documented requirements with clear acceptance criteria for developers.

- Triaged **software**, hardware, connectivity, and account access problems through structured troubleshooting.
- Performed release checks, recorded defects, and confirmed fixes against documented requirements.
- Produced user guides, support procedures, system diagrams, and presentation materials.
- Coordinated application enhancements, test schedules, stakeholder reviews, and implementation tasks.

Junior Applications Analyst

June 2012 - May 2013

Redbud Retail Systems

Edmond, OK

Supported business applications and end user devices for multi site retail operations. Built foundational capability in service desk processes, Point of Sale testing, access administration, diagnostic support, documentation, networking, and customer expectation management.

- Supported business applications and end user devices through documented **service desk processes**.
- Monitored application queues and device issues, gathering diagnostics for senior analysts.
- Tested Point of Sale configuration changes before scheduled store deployment.
- Maintained approved application access changes with accurate and timely fulfillment.
- Updated knowledge articles and system diagrams as application procedures changed.
- Built practical knowledge of **retail operations**, networking, support, and user expectations.

PROJECTS

Commerce Systems Availability Program 📅 2024

Improved operational control across casino, hospitality, retail, and food service systems through backup validation, service KPIs, incident review, and documented recovery checks.

Point of Sale Integration Rollout 📅 2021

Coordinated payment terminal, workstation, and interface changes through requirements, resource planning, testing, release validation, and stakeholder communication.

LEADERSHIP & AWARDS

- Recognized by senior IT leadership for dependable service delivery across continuous gaming and hospitality operations.
- Selected to lead cross functional application upgrades involving operations, vendors, infrastructure, and service desk teams.
- Built advancement from junior analyst into applications management through sustained ownership of systems and people.

EDUCATION

Bachelor's Degree in Computer Science

2012

University of Central Oklahoma GPA: 3.5

Edmond, OK

Coursework: Business systems, database systems, computer networks, software engineering

CERTIFICATIONS

- ITIL Foundation 📅 2022
- Project Management Professional 📅 2021

TECHNICAL SKILLS

- **Business Applications:** Casino Management System, Hospitality systems, Point of Sale systems
- **Systems Integration:** Application integrations, interface changes, data workflows
- **End User Computing:** Workstations, end user devices, device provisioning
- **Service Management:** Service desk processes, incident response, request fulfillment
- **Availability Operations:** High availability, continuous operations, recovery procedures
- **Backup and Recovery:** Data backup, backup verification, recovery validation
- **Network Support:** Networks, connectivity troubleshooting, IT protocols
- **Hardware Support:** Payment terminals, workstations, hardware diagnostics
- **Requirements Analysis:** Business requirements, systems requirements, acceptance criteria
- **Project Delivery:** Project management, program management, resource planning
- **Quality Control:** Quality control checks, test plans, release validation
- **Technical Documentation:** Operating procedures, technical documentation, systems diagrams
- **People Management:** Recruitment, scheduling, performance management
- **Operations Technology:** Gaming operations, retail operations, food and beverage operations
- **Communication Tools:** Technical presentations, non technical presentations, stakeholder communication

SKILLS

- IT Management
- Commerce Applications
- Casino Management System
- Hospitality Systems
- Point of Sale Systems
- Gaming Technology
- Retail Operations
- Application Integrations
- 24/7 Operations
- End User Computing
- Service Desk Metrics
- High Availability
- Data Backup
- Business Systems KPIs
- Root Cause Analysis

PROFESSIONAL AFFILIATIONS

- Information technology leadership communities focused on service management and business systems.
- Hospitality, gaming, retail, and food service technology practitioner networks.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST