

Joseph Lenatz

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Objective- Telecom Technician

- Motivated and experienced low voltage professional looking forward to a new opportunity that will be both intriguing as well as rewarding. Proven technical success in the hotel/ business wifi, telecom, networking (HSIA/ GRE/ Telecom) and installation (LV) industry through hard work and building/maintaining relationships with clients as well as maintaining great rapport with my supervisors (NENG/ Upper tier Mgmt.). I look forward to extending my experience with new people and building a long lasting impression on my next journey. I look forward to meeting you and exceeding your expectations

Education

HIGH SCHOOL DIPLOMA | MAY, 2005 | GREEN MOUNTAIN HIGH SCHOOL

RED ROCKS COMMUNITY COLLEGE | 2007

COLORADO UNIVERSITY BOULDER | 2009

Skills & Abilities

MANAGEMENT LEVEL JOBS HELD - BRIEF DESCRIPTION

- 3 Years as a lead "Solutions/ Infrastructure Engineer" for two companies: Active Packet and NetGen Corp. where I facilitated network installs for top tier hotels of all flags such as the Hyatt brand, Marriott and Hilton hotels including running CAT6 cable, configuring firewalls/ switches/ wireless controllers/ servers (Nomadix/ Adtran/ Cisco). Worked all jobs from start to finish, overseeing multi man crews in a very professional setting while maintaining excellent communication with my company and the clients as well as sticking to very demanding time lines.
- Sales Manager at the Hampton Inn Denver West Federal Center in Lakewood booking and arranging business including group room agreements, Meetings/Events/Catering and maintaining customer relations with SMERF related business as well as some Corporate and Government clients with professional attention to all detail and record keeping.
- Assistant Manager at the Keystone Resort Guest Services department when I was only 19years old maintaining scheduling and quality assurance.
- Chief Engineer at the Hampton Inn Denver West Golden.

SALES

- 10 years of professional and successful sales experience through professional customer service, sales and business relations, building rapport, sales calls and prospecting, sales events, networking events, client lunches, business to business/ residential and telephone sales.

NETWORK INSTALLATIONS

- 3 years successfully spent installing LV cabling in many varieties of Infrastructure at (primarily) Hotels nationwide. Configuring Brocade (Ruckus) switches, HP (Aruba) switches, ASA5506 Cisco Firewalls, Nomadix Servers, SmartZone Controllers and more. Excellent skills with cable mgmt., fiber splicing and cable path foresight. Reported "Daily Reports" to off site upper management team as instructed and upheld confidence with both company and client. Surveyed and gained business for several projects; I worked the full scope of the job and succeed in every aspect.

LEADERSHIP

- Team player and mentor to those who work under my supervision. I've led over 50+ successful jobsites (installs/ networking/ surveying) and managed scores of teams with the perseverance to help myself and other likeminded/goal oriented individuals of all levels succeed.
- Coached Green Mountain JCJBL (little league baseball) 10year old (2 seasons) on my spare time to guide and mentor young individuals. This was a very rewarding and challenging experience with a lot of constant attention to details, leading/mentoring young individuals and using their strengths/ personalities to develop their baseball talent and overall attitude.

Experience

SOLUTIONS/ INFRASTRUCTURE ENGINEER | ACTIVE PACKET/NETGEN CORP- 1835 GREYWELL RED KNOXVILLE, TN. (770) 630 3436| 8/11/2017 TO 4/24/2020

- Surveyed, installed and networked for a IT company that specialized in WiFi (HSIA-GIA) Telcomm and GRE installs
- Worked for an average of 27 days straight, minimum 10 hours a day but probably averaging upwards or 12 to 14 hours a day with only 3 to 4 days off a month "home time".
- Troubleshooting for LV network communications, port configuring, patching, splicing, racking and running all varieties of cables (OM3 Fiber, CAT6, etc.), received and tracked BOM, managed change orders, surveying new job prospects and opportunities, deployment of all equipment and management of a team of up to 6 employees for a larger scale work site.

SALES MANAGER | HAMPTON INN DENVER WEST FEDERAL CENTER | JULY 2014- JANUARY 2016

- Working with SMERF, government and corporate meeting and travel (accommodation) planners to gain information vital to a successful event at the Hampton Inn.
- Overseeing group contracts (agreements) from start to finish ensuring they are completed to the customer and hotels standards.
- Input rooming lists, banquet event orders, meeting/event/catering details (including room set up and function details as well as specific rooming needs) from start to finish engaging with the guests multiple times to ensure a smooth process.
- Extreme attention to detail and guest needs was reflected through guest comments, awards, promotions and hundreds of thousands of dollars in meeting and guest room revenue.
- Create and maintained customer relations by means of outgoing sales calls, prospecting phone calls, lunch appointments/ quarterly appointments with returning group leads/contacts/ travel managers to assure solid loyalty and overall customer-hotel relationships.

SALES COORDINATOR | HAMPTON INN DENVER WEST FEDERAL CENTER | JULY 2012- JULY 2014

- Handled group/function/catering agreements after the group was secured from the Sales Manager.
- Took care of most event details for incoming events, set up method of payment for meeting and catering events, facilitated the event from start to finish including meeting room/ catering set up for over 5,000sq/ft of event space.
- Ensured all food and beverage orders were 100% understood and agreed between the group organizer and caterer (if hotel didn't accommodate the groups food/beverage requirements we would serve as coordinator between customer and the preferred hotel catering companies).

ASSISTANT MANAGER GUEST SERVICES AT KEYSTONE (VAIL RESORTS) | KEYSTONE RESORT, CO | FEB 2006- DEC 2008

- Managed the central command station dealing with a broad range of responsibilities necessary for continuous operations and functionality resort wide.
- Completed required resort knowledge and training courses about the 1,400 condominiums, 400 hotel rooms, various room types, directions to condominiums/ hotels/ dining/ nearby attraction, resort services such as front desk satellite and on site locations, reservations, lift areas (parking) and so much more.

References:

Chad Lowe: CEO Active Packet | (770) 630-3436

Lloyd Lowe: CTO Active Packet | (816) 646-4298

Edmond Martinez: General Manager Sage Hospitality: (303) 638-3345

Jeff Ehlers: Owner of Stellar Catering: (720) 352-3375

Sandra: Manager at Fire and Oak, Newport, NJ: (201) 937-8835

Jaclyn Olsen: Regional Sales Manager Sage Hospitality: (720) 280-4644

(Gaps in employment can and will be happily explained. This is a relevant work experience resume catered specifically for the applied position. Thank you for your time and I look forward to fulfilling this opportunity.)