

CAMP HOST

# Brandon Groce



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## ABOUT ME

Dedicated and adaptable RV Camp Host with hands-on experience managing campground operations, guest services, and facility maintenance. Recognized for creating a positive guest environment while overseeing staff, scheduling, and day-to-day operations. Skilled in irrigation systems, general repairs, and office setup, with a proven ability to balance hospitality and technical expertise. Seeking to bring leadership, problem-solving, and a guest-first approach to a dynamic campground or resort team.

## SKILLS

- **Campground Operations & Guest Services**
- **Facility Maintenance & Repairs (plumbing, electrical, carpentry, tile, flooring)**
- **Irrigation Systems & Landscaping**
- **Customer Service & Conflict Resolution**
- **Event Planning & Coordination**
- **Software Engineering & IT Systems**
- **Automotive & RV (installation, systems, maintenance, repair)**

## EXPERIENCE

### Lead RV Camp Host | Teton Valley Resort

May '25 - Present

Victor, ID

- Promoted to Lead after only two weeks, overseeing the RV host team, managing schedules, and facilitating team meetings to ensure smooth daily operations.
- Serve as the primary point of contact for RV guests, assisting with check-in, site orientation, and ongoing support to provide a welcoming and memorable experience.
- Recognized in online reviews, guest checkout surveys, and handwritten notes for creating a friendly, positive, and solution-oriented environment. Known for addressing concerns and enforcing rules with a respectful, non-combative approach that maintains guest satisfaction.
- Designed, set up, and launched the new RV office, including wood staining and décor setup, ordering and merchandising retail products, wiring for internet, and configuring office technology (printers, phones, computers, and point-of-sale system).
- Led irrigation projects, including installation of a Hunter 17-zone 2-wire system and ongoing upkeep of over 400 sprinkler heads (cleaning, flushing, replacing, and aiming), as well as repairing irrigation leaks to maintain high-quality resort grounds.
- Performed extensive maintenance and repair work including repairing broken door jams, bathroom ventilation systems, clearing bathroom drains, and maintaining laundromat facilities and machines.
- Address and resolve guest concerns quickly and effectively, balancing hospitality with technical problem-solving to ensure high satisfaction and repeat visits.

## ● EXPERIENCE (CONTINUED)

### **Personal Shopper | Instacart Contractor**

**April 2024 - Present**

Seattle, WA | Phoenix, AZ | Palm Springs, CA | Salt Lake City, UT

- Deliver thousands of orders across multiple cities, primarily focusing on Costco orders, providing exceptional customer service and efficiency.
- Maintain a 4.99-star satisfaction rating by ensuring timely deliveries and accurate order fulfillment.
- Adapt to various logistical challenges in different locations, ensuring smooth delivery processes and client satisfaction.
- Manage all aspects of delivery logistics, from route planning to customer communication.

### **Wedding DJ / Coordinator (Owner) | Event Soundtracks**

**2004 - 2023**

Seattle, WA

- Owned and operated a wedding and event DJ company, providing music, sound reinforcement, and emceeing services for over 100 events.
- Worked directly with clients and event coordinators to plan event timelines, music queues, and announcements.
- Set up and operated sound systems for multiple locations within a single event, ensuring optimal audio quality.
- Provided live piano performances for ceremonies and special events.

### **Other Roles & Projects**

- **Work Camper Volunteer | Eagle Valley Campground (2021–2022):** Assisted with maintenance, groundskeeping, guest tech support, and event coordination.
- **Builder / Remodeler | Self-Employed (2022):** Completed home remodels including plumbing, electrical, tile, flooring, cabinetry, and finish carpentry. Designed and built off-grid camper conversions with electrical, plumbing, solar, and custom woodwork.
- **TaskRabbit Handyman | Various Locations (2021–Present):** Delivered diverse handyman services from electrical and plumbing to tiling, landscaping, and assembly.
- **Software Engineer | Disney, AmFam, Various (2006–2021):** Led software projects across web and backend systems; experienced in architecture, coding, and collaboration. (See more at [groce.dev](https://groce.dev))
- **Bartender | Various Seattle Venues:** Served in high-volume restaurants near tourist hubs like the Space Needle and Pier 57, as well as nightclubs, dive bars, catering events, service bars, and patios.

## ● REFERENCES

- **Marty Garrett | 801.910.8235:** Marty and I were co-workers at Teton Valley Resort. He was my relief as camp host.
- **Alison Missler | 208.787.2647:** Alison is the operations manager at Teton Valley Resort. I report directly to Alison.