

# Troy Schlaitzer

Des Moines, WA - Email me on Indeed: [indeed.com/r/Troy-Schlaitzer/bc18e5a70492f5aa](https://www.indeed.com/r/Troy-Schlaitzer/bc18e5a70492f5aa)

Dynamic, results-oriented residential entertainment and control systems expert with more than 15 years of consistent success in consulting with clients and developing and installing custom solutions. Visionary and analytical thinker with ability to communicate effectively to individuals with varying levels of technical savvy. Team player and skilled project manager meeting critical deadlines to exceed client expectations.

Willing to relocate to: 98198 - Camelford PL32 - 10514

## WORK EXPERIENCE

### IT/Security

CALDWELL BANKER - Seattle, WA -

January 2004 to Present

Installed structured data, security, & surveillance wiring to offices, cubicles, and kiosks, this includes meeting with architects and multiple general contractors to successfully coordinate successful paths and meet the timing criteria in order to stay on schedule. I have been the point service technician and programmer for the Puget Sound region of Coldwell Banker for over 10 years. I manage the keycard readers, door locking mechanisms, and maintain and repair the server rooms.

- > DATA consisted of Plenum CAT5e and terminated using a modular keystone jack at the employees desk or cubical. In the server room the CAT5e was terminated onto 66 punch down blocks before cross connecting into the rack mount DATA switch.
- > Surveillance cameras were also wired with CAT5e/6 with the addition of 18/2 and RG-59. Analog cameras were selected to meet budget constraints, but the info structure is in place to adapt to digital IP cameras at any time in the future.
- > Managed teams of builders, electricians, and vendors on each project to ensure smooth installations
- > Reception desk consisted of a desktop computer running Windows OS to monitor cameras.
- > Reception area used a Windows based informational touchscreen kiosk for customers to browse listings on
- > Keycard/Door access control used a Honeywell Northern Computers System, The software ran on a Intel blade server running Windows Server 2003 at some locations and others a basic desktop computer supplied by Coldwell Banker also running Windows 2003. Software installation was installed by myself and one of Coldwell Banker's IT Staff. The Card access software was programmed by myself and later trained Coldwell Banker and other tenants how to use and activate proximity cards, hours of operation, and holiday scheduling. Most of the glass doors used a 1200Lb magnet as a locking mechanism while interior doors used a locking strike.
- > Server Room responsibility was a joint effort, but I was responsible for the computers and DATA associated with my work. A daily back up was created to a separate hard drive to preserve camera footage as well as Keycard users and system programming. Server health and repair was my reasonability to diagnose and repair.

### IT/Security/Automation

R. Peterson - Bellevue, WA -

2004 to Present

Created a vast info structure through a very complex and large home. I created an automation and entertainment environment that allows the client to use follow technologies. I am the first point security person that controls network access and rights. I built a number of servers to archive data from anywhere my client travels. I engineered his personal yacht on the same premise with a smaller yet complex server that can be used to operate many facets of a large vessel.

- > Structured wiring consisted of conduits, CAT5e, RG-6 Quad Shield, 14/4, 22/4, 10/3
- > A Control 4 automation controller was installed which uses a Linux backbone but is programmed using a proprietary professional software. The complete system was controlled via handheld remotes, Laptops, iOS devices, and Android phones and tablets.
- > Surveillance used an array of Panasonic IP cameras with pan/tilt controls, sensors would report unwanted movement or access to email and cell phones.
- > Security used a GE InterlogiX Concord control panel
- > Wireless broadcasts were set up to allow access to the network and internet using a Netgear gigabit router and Apple Airport Extremes to create a seamless wireless mesh
- > Installed smart glass control console to monitor yachts operating parameters needed to navigate, speed, temperature, fuel, collision warnings, AIS, GPS, radar, depth sounder, navigation, auto-pilot, electrical additions and system diagnosis, minor diesel generator/MANN engine repair.

## **OWNER**

Frequency - Seattle, WA -

2002 to Present

Seattle, WA - NY 2002 - PRESENT

Upscale commercial/residential/marine entertainment and control automation systems, DATA networking custom planning, and design

### **OWNER**

Operate and manage all aspects of business with particular attention to consulting with new and existing clients, designing residential solutions, installing technical systems, following-up, technical support/repair/programming on-site and remote, and providing top tier customer support.

Selected Achievements:

- > Consistently had repeat customers and referrals from providing great customer service.
- > Work to prospect new accounts and opportunities, build pipeline, negotiate deals attain expedited delivery, oversee proof of concepts, and close deals
- > Met personal quota of 25 net new sales per quarter
- > Overall culmination of 3 projects completed per month
- > Revenue generated per quarter \$40,000
- > Build relationship with clients by providing top notch customer service
- > Get repeat business by following up with existing customers
- > Use excel and access to organize, filter, track clients and products
- > Installed, supported, repaired Windows, Android, and iOS devices
- > Networking of Routers, Access Points, Controllers, Printers, VoIP Systems, Cameras, Computers, and Mobile Devices.
- > Meeting and negotiating with project managers and vendors.
- > Windows computer problems, diagnosis, repair if possible, backing up, maintenance, virus removal and re-imaging/wiping drives.
- > Managed teams of builders, electricians, and vendors on each project to ensure smooth installations
- > Collaborated personally with all clients to recommend custom solutions and educate about latest technologies that will exceed expectations

- Execute installations flawlessly for high-profile clients, including Microsoft, Nordstrom Family, Eddie Vedder (Pearl Jam)

## **IT/Security/Automation**

E. Vedder - West Seattle, WA -

2004 to 2012

An enormous undertaking and foresight was required to see this project through to success. What started out as a large and unique home for personal use exploded into virtually a huge compound of private structures including a very remote recording studio, wave pool, cabana, and a large living wing expansion. Security and control had to be carefully planned for several years prior to construction. The result was a personal amphitheater with difficult lighting control that appears simple. A full server room was created and data was stretched to cover the entire property.

- DATA consisted of CAT6 because of the long home runs between the endpoints and the server room.
- Audio/Video was set up as discrete zones or as a seamless giant zone. Video was distributed over CAT6 using a video control switch and specialized baluns.
- Surveillance cameras used were Panasonic Pan/Tilt/Zoom and could monitor virtually the entire exterior of the property.
- DATA lines were all homerun to the server room where all the wires were terminated and attached to several gigabit switches, router, and a secured WiFi broadcast was meshed around the entire complex to make a seamless bridge using multiple Apple Airport Extreme's
- Meeting and scheduling timelines Clients, General Contractors, Carpenters, HVAC, Electricians, Plumbers, and other Vendors had to be carefully coordinated to make sure I can get wires where they need to be and also be able to control or monitor some of their equipment.

## **Sales Representative**

Kenwood - Seattle, WA -

1999 to 2001

Developed relationships and drove sales growth in six-state Pacific Northwest territory

Selected Achievements:

- Contributed to sales growth driving Kenwood from the fourth largest player in the market to the leader in the Pacific Northwest territory
- Initiated new product trainings for dealers
- Conducted sales events in territory
- Developed relationships with dealers and consistently exceed sales goals

## **singer**

Roberts audio & Video - Beverly Hills, CA -

1998 to 1999

Beverly Hills, CA 1998-1999

Number one custom residential audio visual solutions provider in the Beverly Hills area with 11 employees. Clients included Burt Baccarat (singer), Lisa Kudrow (actress), Kenny G (singer), Lee Ritenour (musician), Andre Agassi (athlete)

Lead Technical Installer

Executed residential installations of custom residential audio visual solutions.

Selected Achievements:

- Wired and installed custom residential solutions for 25+ high-profile clients
- Developed extensive knowledge of home control systems programming

## EDUCATION

### **Computer Science/Business**

South Puget Sound Community College - Olympia, WA

1992 to 1994

## SKILLS

APQP (10+ years), WIRING (10+ years), SALES (10+ years), ACCESS (10+ years), CUSTOMER SERVICE (10+ years)

## ADDITIONAL INFORMATION

Core Technical Skills

- ❖ System Automation ❖ Technical Design ❖ Sales and Customer Service
- ❖ Home Theater Design ❖ Video Surveillance ❖ Computer Diagnostics, Repair
- ❖ Distributed Audio Video ❖ Door, Key Card Access Systems ❖ Structured Wiring