JEFFREY ENGLEBERG

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**SUMMARY**

• 10 years of experience managing software implementation projects.   
• Articulate and approachable; enjoys translating technical concepts for end-users and stakeholders  
• Technically savvy and a creative problem solver with a proactive approach.

• Customer focused, empathetic individual with a passion for building long term relationships.

**SKILLS**

• Web Development, HTML5, CSS3, JavaScript, JQuery, Angular, Bootstrap, SQL, Agile Methodologies

• Account & Project Management, End-User Training, Technical Support, Sales Client Onboarding

**EXPERIENCE**

**Director of Implementations**, *IQware Inc.,* Greenwood Village, CO Jan 2010 – Sep 2017

• Managed and coordinated all software implementations and trainings for the full suite of IQware’s hospitality software applications.

• Responsible for overseeing the performance of the software implementation team.

• Worked closely with the development team to ensure all new product specifications were met in order to fulfill client requirements.

• Successfully built strong client relationships in order to support all pre and post sales initiatives including technical product sales demos.

**Implementation Specialist,** *IQware Inc.*, Greenwood Village, CO Nov 2007 – Dec 2010

• Facilitated and delivered training material to individuals and groups both in person and remotely.

• Provided technical support through one contact resolution while accurately logging and documenting issues into the ticketing system.

**Guest Services Manager / Sales Manager**, *Radisson Hotels*, Thornton, CO Jul 2003 – Nov 2007

• Managed all front desk and concierge activities for the hotel.

• Demonstrated superior customer service while meeting all required brand standards.

• Demonstrated

**EDUCATION**

**General Assembly**, *Web Development Certificate*, Denver, CO Sep 2017 - Dec 2017

**University of Nevada, Las Vegas**,B.S*., Hotel Administration*, Las Vegas, NV Aug 1998 - May 2002