



JOE WENGER

MANAGER
LEADER
CREATIVE

CONTACT

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PURPOSE

I am a leader with a wide variety of skills and experiences. I am looking to obtain a leadership position in a company that's tired of the status quo and wants to do something bold.

QUALIFICATIONS

- Strong leadership presence
- Exceptional ability to identify, analyze and solve problems
- Notable communication skills with attention to detail and follow through
- Ability to establish trust and rapport with direct reports
- Proven track record of team building and development
- Innate desire to always put forth the best possible product

EXPERIENCE

SERVICE TECHNICIAN, METERING

PPL ELECTRIC | MAR 2013 - PRESENT

- Optimize route logistics to accomplish a higher volume of work
- Leverage technology to locate equipment with less wasted time
- Disconnect negligent customers while maintaining a high level of customer service during high-intensity encounters
- Reconnect and change meters with precision and safety
- Create and distribute technical documentation; including process and hardware solutions
- Identify and resolve procedural gaps within the metering organization
- Highly creative and innovative focus on modernization of processes and procedures
- Managed UTC database during meter upgrade project

WORSHIP ARTS DIRECTOR

PALMYRA GRACE CHURCH | SEP 2003 - JAN 2016

- Remotely directed, scheduled, and trained over thirty weekly volunteers
- Ensured audio, video, computer and lighting systems were functional and reliable
- Designed graphics and video for web and print projects
- Planned and executed weekly service structure
- Implemented new data storage systems, wireless network, audio recording projects, and scheduling system
- Volunteer leader until Mar 2008

EASYTECH

STAPLES #0257 | NOV 2012 - MAR 2013

- Coordinated schedules of computers that needed repairs
- Used advanced troubleshooting skills to solve problems in a quick and efficient manner
- Maintained a high level of customer service, while accomplishing tasks required

SKILLS

- Office 365 (Advanced)
- Adobe Photoshop
- Customer Service
- Wide variety of computer-based skills (Web, Software, Hardware, Repair, Design)

EDUCATION

BACHELOR EQUIVALENT IN MINISTRY TRAINING

ANTIOCH SCHOOL | 2007-2015

GENERAL STUDIES

HARRISBURG AREA COMMUNITY COLLEGE | 2005-2006