

Mitchell LeFever

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Experience

Sage Hospitality, The Elizabeth Hotel - Marriott Autograph Collection - Fort Collins, CO

March 2025 - Present

Front Desk Agent, Tier 2

- ❖ Developed excellent customer service, problem solving and multitasking skills.
- ❖ Developed collaborative skills by coordinating with various other departments, such as Housekeeping, Maintenance, Food & Beverage, and Events, to ensure efficient, property-wide operations and deliver exceptional guest experiences.
- ❖ Gained expert level knowledge of OPERA PMS, Aloha F&B POS and Agilysys F&B POS systems.
- ❖ Promoted to Tier 2 Agent in May 2025.

Titan Echo - Remote work

December 2024 - May 2025

LinkedIn Outreach Specialist

- ❖ Utilized LinkedIn Sales Navigator to identify and engage high-potential leads using strategic search filters.
- ❖ Connected with 1,000+ professionals to expand brand reach and build meaningful industry relationships.
- ❖ Crafted personalized outreach messages to initiate conversations and drive engagement.
- ❖ Facilitated scheduling and coordination of calls between prospects and the leadership team.
- ❖ Tracked and analyzed response rates to optimize outreach strategies.

Auto Clean Freaks - Centennial, CO

September 2020 - August 2024

Automotive Detailing Head

- ❖ Led a mobile detailing team, providing high-quality interior and exterior vehicle cleaning services.
- ❖ Ensured customer satisfaction by addressing requests and completing final inspections before payment.
- ❖ Maintained excellent attendance and demonstrated flexibility in covering additional shifts as needed.

Perfect Pools - Centennial, CO

June 2018 - August 2023

Head Lifeguard

- ❖ Managed a team of 20+ lifeguards, ensuring smooth daily operations and compliance with safety protocols.
- ❖ Created and managed the lifeguard work schedule, ensuring proper coverage for all shifts.
- ❖ Trained new hires on safety procedures, emergency response, and customer service best practices.
- ❖ Enforced Red Cross safety regulations to maintain a secure environment for all patrons.

Professional Skills & Competencies

Social Acumen - Customer Service - Multitasking - Negotiations - Sales - Teaching/ Coaching - Conflict Resolution - Problem Solving - Proficiency with Technology and Applications - Proficiency with Microsoft Office Applications

Education

Colorado State University (CSU) - Fort Collins, CO

Expected Grad. May 2026

Bachelor's of Science in Hospitality & Event Management

- ❖ Developing and demonstrating knowledge of hospitality operations, primarily for hotel and restaurant, both front-of-house and back-of-house; such as budgeting & accounting, marketing & sales, procuring operational supplies, recruiting, training, etc.
 - ❖ Developing understandings of the scientific implications of customer service and how to apply them in an organizational setting.
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References (contact info available upon request)

- Brandon Lin, Director of Rooms at The Elizabeth Hotel
- Andy Johnson, Owner of Auto Clean Freaks