

# SHAWN LENOBLE, CHA

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## Work Experience

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### Shivam Properties

*Vice President of Operations*

- Fully support operations for portfolio of four hotels
- Provide support and guidance to the other four hotels as needed.
- Roll out, train, and support all new programs and initiatives across the portfolio.

Jacksonville Beach, FL

*March 2022 - Present*

### InterContinental Hotel Group

*Manager, Franchise Performance Support*

- Manage portfolio of approximately 50 hotels.
- Provide support to all hotels to help move all Winning Metrics to green.

Field Based

*March 2015 – March 2022*

*Manager, Hotel Openings, Support and Transitions (HOST)*

- Manager portfolio of 100+ hotels to take them from license execution through completion of ramp-up.
- Successfully opened 12 hotels and reopened 1 in 2014.

*January 2014 – March 2015*

### Holiday Inn Express – JAXBB

*General Manager*

- Handle the day-to-day operations of a Torchbearer and Quality Excellence award winning 82-room hotel.
- Oversee 25+ employees. Oversee, development and implemented of revenue strategies and training for multiple properties.

Jacksonville Beach, FL

*December 2009 – January 2014*

### Shivam Properties

*Operations Manager*

- Work with General Managers and owners of five hotels to assure properties run efficiently and smoothly.
- Provide constant backend support to employees/managers/owners of five hotels (Quality Suites, Best Western (2), Holiday Inn Express, Days Inn, Travelodge).
- Conduct training sessions on safety, brand requirements and guest services skills.
- Corporate liaison for all community efforts, publicity, and promotions (i.e., Jacksonville Chamber of Commerce, City of Jacksonville Beach, etc.)

Jacksonville Beach, FL

*March 2005 – December 2009*

### Quality Suites Oceanfront

*Front Desk Manager / Sales / Operations*

- Worked with GMs and all departments of the hotel to ensure open lines of communication and problem resolution.
- Oversaw renovation of a 72-room all-suite property in less than 30 days in preparation for Super Bowl.
- Served as hotels' Manager on Duty, in charge of problem resolutions concerning account management, guest services, reservations, billing discrepancies, payment authorizations and employee issues.

Jacksonville Beach, FL

*July 2002 - March 2005*

## Education

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### University of North Florida

- Completed Junior Year

Jacksonville, FL

*May 2000*

### Florida Community College of Jacksonville

- Associate of the Arts Degree

Jacksonville, FL

*May 1999*

## Skills and Strengths

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Certified Hotel Administrator (CHA) Certified – July 27, 2015

Revenue Management Essentials Certified with IHG

Completed GM training with IHG - March 4, 2011 - Recertified 2013

Proficient in Opera and Concerto, as well as most IHG programs

## References

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John Kelley

IHG, Head of Franchise Performance (FPS)

[john.kelley@ihg.com](mailto:john.kelley@ihg.com)

Michael Corrigan

Visit Jacksonville, President & CEO

[mcorrigan@visitjacksonville.com](mailto:mcorrigan@visitjacksonville.com)

Other references are available upon request.