

# PATRICK R. LOWENTHAL

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<http://www.patricklowenthal.com>

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Dedicated, multi-faceted professional offering a proven track record of success leading programs, projects, and daily activities involved in the management of:

■ *Information Technology* ■ *Education Administration* ■ *University Teaching* ■ *Corporate Operations*

History of top-rated performance in both university and corporate settings. Experienced education administrator, teacher, and IT project manager, adept in developing curricula, delivering learner-focused and enrollment-driving instruction, and strategizing cost-effective and cutting-edge technical solutions. Highly respected administrator at Regis University and consistently ranked among the University of Colorado's top instructors campus-wide. Well-honed skills managing people, programs, and operations – responsibility has included providing growth-enabling leadership of 100+ staff and daily functions for a \$4.5 million restaurant. Known for effective and articulate written / verbal communication (with intermediate bilingual fluency in Spanish), strong organizational skills, tireless work ethic, respected leadership, and ability to enhance service, efficiency, and profit margin. Passion for continuous learning, emerging technology, and academic environments.

## EDUCATION

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UNIVERSITY OF COLORADO – Denver / Boulder, CO

**MA in Information & Learning Technologies – Emphasis in Corporate Training / Instructional Technology**, 2003  
Graduated summa cum laude; GPA: 4.0

**Graduate Certificate in Designing and Implementing Web-Based Learning Environments**, 2003

**MA in Religion** (GPA: 3.43), 1999

Theta Alpha Kappa National Honor Society (1999)

GEORGIA STATE UNIVERSITY – Atlanta, GA

**BA in Religious Studies**, Minor in **Philosophy** (GPA: 3.83), 1997

Graduated with Research and Advanced Honors ■ Member, Golden Key & Phi Kappa Phi National Honor Societies

## PROFESSIONAL EXPERIENCE

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REGIS UNIVERSITY, School for Professional Studies, Teacher Education – Denver, CO – [www.regis.edu](http://www.regis.edu)

**Assistant Director of Teacher Education**, Teacher Education, 7/02 to Present

Selected for high-profile administrative position requiring extensive interface with the public, government officials, staff, faculty, external affiliates, and students. Hold primary responsibility for facilitating efficient and effective operations and IT functioning of the university's Teacher Education program through oversight of this department. Manage support staff, \$80K budget, all student services, and the development and day-to-day supervision of all programs. Report directly to associate dean of Teacher Education. *Key Accomplishments:*

- **Project managed the seamless migration** of website to new server, with zero interrupts to site traffic.
- **Commended by dean for the joint development** of new email communication management system that dramatically improved response time, streamlined records management/retention, and prioritized confidential/sensitive information.
- **Leveraged fiscal management expertise** to help pioneer more efficient process of receiving/processing stipends. Additionally developed automated solution providing university leadership with the first-ever ability to access and track with 100% accuracy crucial budgetary information.
- **Launched series of training/HR initiatives** that helped increase efficiency, productivity, and faculty/staff accountability.
- **Held key participatory role in all phases of the development of an innovative M.Ed. program in space studies** – one of only three comparable programs in the U.S. Cultivated win-win alliance with the CO Space Foundation (CSF), crafted a memorandum of understanding (MOU) between CSF and Regis, and structured state-of-the-art online master's degree with full licensure attached.
- **Managed partnership with Institute of Reading Development that generated +30%** of department's entire annual budget.
- **Assumed leadership role over Colorado Campus Compact** (division of Americorps) and succeeded in coordinating scholarship aid for dozens of deserving students.

UNIVERSITY OF DENVER – Denver, CO – <http://www.du.edu/hr>

### **Training and Development Intern**, 4/02 to 7/02

Supported assistant director in IT and staff development efforts that succeeded in improving the overall training and professional growth of DU employees. Trouble shooter. Training-trained fellow staff in HTML. Served as an editor/proofer for training materials. **Key Accomplishments:**

- **Became department's primary "go-to" person on all technology issues.** Troubleshoot and resolved network/hardware/software problems of varying complexities.
- **Maintained automated database system** allowing new employees to register for orientation sessions online.
- **Completed major overhaul of department's website**, including information architecture, content development, and site design. Equipped staff with the ability to perform regular updates by conducting training on HTML.

CINZZETTI'S – Northglenn, CO – [www.cinzzettis.com](http://www.cinzzettis.com)

### **Operations Manager / Training & Development Manager**, 10/99 – 3/02 (*Partially concurrent with graduate enrollment*)

Served as key member of startup management team and directed high-volume, \$4.5M restaurant operations catering to 6,000 guests weekly. Accountable for recruitment / hiring / training / supervision of 100+ staff; coordination of bar, kitchen, and dining room functions; \$300K budget administration; P&L; IT systems; daily / weekly / month-end reporting; purchasing and sourcing; vendor / customer / employee relations; special event coordination; and loss control. **Key Accomplishments:**

- **Revamped training manuals and developed comprehensive new training programs** (across both hard- and soft-skill areas) for entire operations (100+ employees). Incorporated structured objectives, clear expectations, and measurable assessments into all programs, for marked improvements in productivity, accuracy, service, quality, and safety.
- **Developed curriculum and led delivery** of management training in a number of business operations areas, including supply / inventory management, spreadsheet creation, waste tracking, product sourcing, loss control, and supervisory skills. Training efforts were key to facilitating bottom-line gains.
- **Contributed to operation's strategic planning / marketing initiatives;** recognized by owner for crucial role in growing operation from initial launch to a thriving business despite wide-spread market downturn within an industry marked by an average 60% failure rate within first two years. Operation presently preparing for two-state expansion.
- **Became known as a cost containment strategist**, launching multi-tiered program that slashed kitchen / bar / staffing overhead well into the five-figures. Outcomes included reducing overtime by \$32K+ annually.
- **Rapidly resolved complaints**, for win-win outcomes driving loyal clientele and negative experience turnaround.

THE UNIVERSITY OF COLORADO – Boulder, CO – [www.colorado.edu](http://www.colorado.edu)

### **Instructor**, Religious Studies, 1/98 to 5/99

Earned rare, repeated selection (three consecutive semesters) for highly competitive graduate instructor / teaching assistant role for the University of Colorado's Religious Studies Department. **Key Accomplishments:**

- **Received "superior" ratings on student evaluations** for outstanding instruction; ranked in the top 5% campus-wide among all teaching assistants.
- **Developed a reputation for excellent classroom / lesson preparation**, enthusiastic instruction, and strong grasp of complex subject matter, compelling numerous non-majors to enroll in a subsequent religion course.
- **Represented the university** in an exemplary fashion, interacting extensively with faculty, students, and staff in a professional, diplomatic manner. Praised for going "above and beyond" in performance of daily duties.

BENNIGAN'S – Boulder, CO – [www.bennigans.com](http://www.bennigans.com) / MOZZARELLA'S CAFÉ – Atlanta, GA – [www.mozzarellas.com](http://www.mozzarellas.com)

### **Certified Trainer**, 8/1995 – 8/1999 (*Concurrent with graduate and undergraduate enrollment*)

Earned in-house credentials as "Certified Trainer" for kitchen operations and led team and one-on-one instruction in a number of F&B operational content areas.

## TECHNOLOGY SUMMARY

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**Proficient in:** MS Office XP / 2000 / 97 (Word, Excel, PowerPoint, Access, Outlook), HTML/CSS/DHTML, Dreamweaver, Fireworks, Flash, Acrobat, Inspiration, Windows XP / 2000 / NT/ ME / 98 / 95, Hard Drive Configuration, Memory Upgrades

**Familiarity with:** JavaScript, PHP, Photoshop, Illustrator, MySQL, MS Project, MS Publisher

## **ADDITIONAL PROFESSIONAL DEVELOPMENT**

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- Classroom Instruction that Works – McREL – Brighton, CO (2003)
- Workplace Law – Mountain State Employers Council – Denver, CO (2003)
- Supervisory Skills – Mountain State Employers Council – Denver, CO (2003)
- How to Deal with Difficult People – Career Track – Northglenn, CO (2003)

## **ENDORSEMENTS**

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*“Patrick...has exhibited a work ethic and commitment to excellence unsurpassed by anyone in our organization...successfully responsible for controllable budgets in excess of \$25K per month. His employees and fellow managers have the utmost respect for him; his record for satisfying the 6,000 guests we serve a week is perfect.”* – R. Fitzgerald, **Cinzzetti's Operating Partner**

*“...consistently high level of enthusiasm, integrity, and team leadership...exemplifies quality, dedication, and tenacity and would be an asset to any organization...He will be missed immensely.”* – T. Baker, **Mozzarella's GM**

*“...not only an outstanding manager, but a great leader as well...has maturity and sense of responsibility that are not often found in people twice his age...liked by the entire staff...the best manager that I have ever worked with.”* – D. Meredith, **Cinzzetti's GM**