

Ahren Pointer

Maintenance Manager

Anna, TX, United States | [LinkedIn](#)

Accomplished pool industry professional with over 20 years of experience in project management, construction oversight, and team leadership, specializing in custom pool design and operational efficiency across residential and commercial projects.

EXPERIENCE

Maintenance Manager / Project Manager / Designer
Hauk Custom Pools

Mar 2020 — Present
Celina, Texas, United States

Manages warranty repairs, equipment sales, installations, remodels, and upgrades while supporting project managers. Promoted to Designer in April 2022 using Pool Studio software for custom designs, then transitioned to General Contractor for new pool builds. Led post-acquisition launch of new maintenance department in February 2024, recruiting and training 9 technicians, developing operational protocols, and expanding into commercial services. Grew customer base 150% while maintaining cancellation rate under 8% and launched company-wide "Water Watcher" safety initiative.

Senior Technician / Pool Construction & Start-Up Technician
Premier Pool and Spas

Mar 2017 — Mar 2020
Plano, TX

Specialized in new pool construction start-ups, performing acid baths, plaster care, and chemical balancing to correct installation issues and maintain finish quality. Executed full equipment programming and commissioning, identifying and resolving plumbing, electrical, and installation deficiencies. Managed water chemistry during critical phases and provided hands-on training to maintenance teams. Conducted customer education sessions on equipment operation, maintenance, and safety, and handled high-volume warranty and repair calls, transforming negative experiences into positive outcomes.

Field Supervisor / Route Manager / Pool Service Supervisor
Pool Hands

Apr 2011 — Feb 2017
Denton, TX

Led a team of technicians managing approximately 300 residential and commercial pool accounts, ensuring consistent high-quality service, water chemistry balance, and equipment functionality. Managed daily operations including route planning and scheduling to optimize efficiency and timely delivery. Conducted performance evaluations, coaching, and training to maintain service excellence. Built strong customer relationships by addressing concerns and providing proactive consultations. Oversaw residential maintenance while providing hands-on support for troubleshooting and preventive care. Managed commercial pools, ensuring safety and health compliance while collaborating with city code and health inspectors.

Business Owner
Texas Pool Service

Nov 2005 — Jan 2011
Plano, TX

Owned and operated a pool service company maintaining both commercial and residential properties. Serviced majority of commercial pools while supplementing with residential accounts to maximize route efficiency and revenue.

Senior Technician
Sunbelt Pools Inc

May 1998 — Nov 2005
Dallas, TX

Maintained a commercial pool route while supervising three additional commercial pool technicians and ensuring consistent service quality. Allocated route days to maintenance while dedicating remaining time to management and team support to optimize performance and operational efficiency.

EDUCATION

Associate's Degree

SKILLS

Project Management · Computer-Aided Design (CAD) · Team Leadership · Training · Pool water pH testing · Pool water calcium hardness testing · Communication · Pool cleaning brushes · Plumbing · Mechanical knowledge · Pool pump repair · Hand tools · Pool flocculant treatments · Pool algae removal · Pool water sanitizer testing · Outdoor work · Manual pool vacuums · Pool water alkalinity testing · Pool surface skimming · Supervising · Microsoft Word · Health and safety inspections · Commercial construction · Customer communication · Pool filter replacement · Pool tile repair · Renovation · Electrical experience · Chemical handling · Software troubleshooting · Pool cleaning · Client relationship development · Pool filter cleaning · Pool water salt level testing · Construction management · Leadership · Swimming pool construction · Schedule management · Pool vacuuming · Pool chemistry testing · Pool water test kits · CRM software · Maintenance · Computer operation · Regulatory compliance · Delegation · Pool leaf skimmers · Project management software · Pool scale remover treatments · Pool surface brushing · Construction team management · Water treatment · Pool equipment troubleshooting · Blueprint reading · Pool plumbing systems · Construction management software · Pool clarifier treatments · Equipment repair · Pool lighting repair · Pool water chlorine level testing · Pool maintenance · Pool algaecide treatments · Pool chemistry balancing · Pool chlorine treatments · Telescopic pool poles · Microsoft Outlook · Mobile devices · Phone communication · Pool water cyanuric

acid testing · Pool Studio · Pool water total dissolved solids (TDS) testing · Automatic pool cleaners · Pool plumbing repair · Pool pH balancing · Plastering · Sales · Jandy expertise · Plaster care · Tile cutting and setting · Power tools