



ONE OF A KIND. ONE AT A TIME.

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## JOE BRENNNA VICE PRESIDENT OF CUSTOMER SUPPORT

As Vice President of Intrepid's Customer Support program, Joe Brenna leads a team of professionals known for providing world-class service. Under his direction, the company is legendary for going well beyond the extra mile to ensure owners' absolute comfort, safety, and convenience.

Joe is a highly visible member of the Intrepid leadership team. Boating enthusiasts seek him out for advice at the nation's largest boat shows, and owners trust him and his staff of technicians and support professionals to provide expert care with one of the boating industry's most comprehensive warranty programs.

Born in New Jersey, Joe grew up spending plenty of time on the waters of the state's famed shore. He worked at a boatyard there during high school and college and made the first of his many trips up the Intracoastal Waterway on a cousin's 50-foot 1939 Elco motor yacht. This boat was the queen of the New York Boat Show when it was new and was quite special. Although he earned an accounting degree from Monmouth University, Joe began his professional career working for a company that imported trawlers and sailboats from Taiwan.

Beyond his professional association with boating prior to joining Intrepid, Joe has a lifetime of experience with boating and boat owners. He has amassed significant personal experience with the technology and performance of boats traveling transatlantic from Europe, the East Coast, and most of the islands in the Caribbean. He has also expanded his knowledge through hearing first-hand from owners about the functionality of boats under a wide range of usages and conditions.

Joe moved to Florida in 2001 to join Intrepid. He is based at the company's facility in Largo, but frequently travels to the Sales and Service office in Dania to oversee Intrepid's Customer Support program.

Communications is a significant facet of Joe's responsibilities. He provides factory tours to prospective buyers, interacts with boaters at public events, and consults with customers on questions and service needs. In addition to his knowledge gained through years of experience, Joe's communications skills have been honed through past participation in an Improv group and through the Toastmasters organization.

Another communications responsibility is oversight of Intrepid owner's manuals. These important and informative resources are created in video format, with Joe touring owners through the various systems and features associated with each model.

To aid in providing customer support in the months and years following the delivery of a new Intrepid, Joe photographs each boat each week as it makes its way through the fabrication process. In doing so, he has a visual guide to each specific boat that will help with explaining technology and processes and then consult on any service need that may arise.

Joe also is a team member on Seas the Day, a 407 Intrepid Nomad SE that participates in local Kingfishing tournaments. In addition to his busy schedule at Intrepid, he and his wife are enthusiastic travelers, members of the Antique and Classic Boat Society, and fans of Mercedes-Benz and MG automobiles.