

Paul Gonzer

Skills Set (*Denotes using skills currently, either in primary career or secondary roles.)

Managerial experience

- Supervised staff of up to 24 people
- Planned training protocol for new staff members
- Assisted in the training of new employees and colleagues*
- Oversaw employee evaluation criteria and conducted assessments on a regular basis
- Consulted, contributed, and oversaw annual operating budgets of \$160,000+
- Extensive accounting experience overseeing daily credit and cash operations

Project management/education experience

- Planned conferences of 45+ at in-house and destination centers
- Created and implemented employee and service standards
- Ran logistics on major events encompassing multiple teams, and participating parties*

Customer service experience

- Trained in Ritz Carlton brand standards for customer experience*
- Over a decade experience in customer service capacities, mostly in high-end hospitality environments, but also in education and retail*
- Four year+ member of the Concierge Association of Colorado*

Technology experience

- Proficient in MS Office Suite as well as applicable Mac OS programs*
- Extensive budgetary experience with Quicken, Quickbooks, and similar accounting/financial tracking software*
- Proficient on multiple social media platforms*
- Extensive database, MS Excel, and tracking software proficiency*

Fundraising/community growth experience

- Researched potential donors and philanthropic funds and prepared reports
- Planning experience for fundraisers and awareness & community engagement events
- Worked in situations soliciting and allocating housing for visiting groups
- Planned and assisted with conferences, and educational seminars*
- Campaign outreach including phone calls, social media, and candidate outreach*

Miscellaneous

- Extensive knowledge of Denver and Colorado locales, history, and points-of-interest
- Previous classroom teaching experience
- Extensive coaching/team management experience, for a variety of ages and genders
- Extensive audience/customer demographic research and analysis skills

Safety and health standards

- Red Cross first aid/CPR/AED certified*
- Concussion protocol trained*
- Virus/high-risk transmission awareness, sterilization, and prevention skills*

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Workplace commendations

- Employee of the Month, December, 2016
- Multiple time TripAdvisor-reviewed team-member
- Winner of the driving revenue award

Education

Western Colorado University Bachelor of Arts in Business Administration with emphases in Marketing & Management, classwork in Public Relations

Community College of Denver Continuing coursework in biology, chemistry, and physics

Current work experience

Hammersmith Management Concierge

July, 2020-Present

Working in high-end customer service and property management, to serve our residents and clients. Deliver the absolute pinnacle of service, and attention to detail as to the physical property. While I'm based primarily at a high-end residential tower in Cherry Creek North, thanks to my versatility and skills-set, I also serve as a fill in for additional Hammersmith sites and locations on an as-needed basis.

Past career experience

The ART, A Hotel Concierge

May, 2015-August, 2020

Part of the opening crew, and part of a team that brought the property the Condé Nast Reader's Choice Award for #1 hotel in all of Colorado. High-pressure role, serving a high-end clientele with extensive and time-sensitive needs, requests, and demands. Balanced driving revenue (which I received multiple commendations for), and occupancy, with adhering to a premium level of service and experience. Entrusted with the fine-tuning of new team members with refining customer service skills. Received multiple accolades and positive experience reviews, many of which are publicly available in forums such as TripAdvisor.

Colorado Neurological Institute Education Coordinator

November, 2014-March, 2015

Planned and facilitated medical conferences, seminars, discussions, and dinners, and coordinated aspects of several charitable initiatives and events including disorder support groups and educational/entertainment sessions for disabled populations.

Wow Events Denver/Latitude Sports Marketing Event Coordinator/Administrator

October, 2013-July, 2014

Helped clients to facilitate auctions, increasing revenue and audience exposure for special events. Consulted clients for the purpose of helping them fund-raise more effectively. Worked on customer follow-up and retention, as well as data research for new clients. Helped to design layout for, set, stock, and maintain our retail storefront, and interact with clients for sales.

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Cherry Creek Shopping Center Interim Manager/Assistant Manager Guest Service
May, 2007-February, 2009

Ran full-service customer experience desk at the state's most visited tourism destination. Interacted with hundreds of visitors daily, and kept up and ordered myriad visitor materials. Supervised a staff of a dozen, including a mix of full and part-time personnel, running scheduling, payroll, and basic H.R. functions. Charged with upholding high standards of customer service, and the training and disseminating new information on a weekly, daily, and hourly basis, and serving as the face of seasonal and promotional initiatives for the center, affiliates, and Cherry Creek North. Reported to the marketing director and general manager

Colorado Colfax Marathon- Denver, CO: Community Outreach/Charity Partners & Runners Village/Bag Check Supervisor/Food & Beverage Assistant
May, 2009-Present

Gained experience and picked up additional tasks and responsibilities over the half decade spent with the event. Worked directly with planning and executive personal. Oversaw the Charity Partners & Runners Village, ran bag check tent, assisted with the Runners Expo preceding race weekend, as well as logistics and planning, and led food and beverage. Managed team of roughly 20 volunteers.

Previous & ongoing volunteer & community positions held

- **Denver Lacrosse Club Youth head coach and team manager***
- **Denver East High School Sub-varsity lacrosse coach, A+ Angels student mentor, athletics department assistant**
- **Bishop Machebeuf High School: Assistant/interim head varsity lacrosse coach**
- **American Red Cross Mile High Chapter Disaster response/first aid volunteer***
- **Temple Emanuel Geshar Group (eighth grade youth group) leader**
- **Before Play Public Awareness Campaign Data coordinator**
- **Denver Hospice MASK Project high schools coordinator & recruiter**
- **Denver Bandits/South Suburban Lacrosse Club Youth head coach/social media coordinator**
- **JCC Co-Ed Youth Basketball Youth head coach**
- **Cherry Creek Youth Sports Youth football assistant coach**
- **NDP Lacrosse Tournament assistant & pod/fields monitor**
- **Arapahoe Youth League/Colorado Youth Lacrosse Association Official and game referee***
- **Colorado Colfax Marathon Village and site supervisor, and volunteer***

Internship experience

- **Denver Outlaws, of the MLL Denver, CO**
- **Anschutz Entertainment Group/AEG Live Denver, CO**
- **850 KOA/Total Traffic/Clear Channel Denver Denver, CO**
- **Denver Mayor's Office of Economic Development/International Trade London, United Kingdom Satellite Office**