

Denver, CO



PAUL GONZER

EXECUTIVE SUPPORT

An adaptable self-starter professional with a history of effectively supporting both organizational and administrative functions.

Strong analytical skills with the ability to collect and break down data to translate it into understandable terms. Highly collaborative with a history of building consensus and coalitions across groups to achieve better outcomes. A natural leader with outstanding interpersonal and written and verbal communication skills, able to work well with both internal and external stakeholders. Excellent organizational and time-management skills with experience in planning, coordinating, and executing events and programs.

- Administrative Support
- Conference & Events Planning
- Calendar & Email Management
- Travel & Meeting Arrangements
- Crisis & Chaos Management
- Stakeholder & Board Relations
- Project Coordination
- Financial & Business Acumen
- Relationship Management
- Data Entry & Expense Reporting
- Problem-Solving & Follow Up
- Fundraising Support
- Content & Communications Creation
- Research & Analysis
- Training & Mentorship
- Presentation Software & MS Office Suite
- Schedule building

PROFESSIONAL EXPERIENCE

The Jacquard Hotel & Rooftop | Denver, CO | 2022 – Present

Concierge

Achieved ongoing customer satisfaction and team goals by providing information and assistance to hotel guests regarding local and hotel amenities. Cultivated a ranking as a top Denver hotel on by remaining committed to providing outstanding services through attention to detail, integrity, pride, and intensity.

Key Accomplishments:

- Awarded Employee of the Quarter for demonstrating outstanding teamwork and internal communication, and the ability to jump in when needed to help cross-functional teams.
- Tasked with training and guiding new hires in procedure, protocols, and best-practices, to set them up for success.
- Served on the employee hospitality and safety teams. Charged with planning and promoting events and recognition efforts, and offering training and advice on making individual work areas and roles safer.

Refined SOPs to simplify repetitive daily procedures to maintain a high-level of professionalism established for the organization.

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Hammersmith Management | Denver, CO | 2020-2022

Assistant Property Management

Provided multi-location support, including overseeing the daily tracking and management of the property, coordinating maintenance, managing system upkeep, and overseeing security. Managed building-wide calendars for deliveries, maintenance, and appointments. Assisted residents with property related-questions and maintenance requests to ensure a positive experience. Managed monthly electric use and trash consumption data, tracking multiple data points to report information to senior leadership.

Key Accomplishments:

- Spearheaded a special project to track and document security fobs throughout the building to eliminate out-of-date and lost items and ensure secure access.
- Cultivated strong relationships with residents, demonstrating a level of trust and reliability to improve customer service rankings.
- Effectively managed customer requests and the needs of the organization, bouncing back feedback and ideas to ensure all parties were satisfied.
- Demonstrated outstanding ability to remain calm under stressful and high-pressure situations, developing crisis management plans to address issues.

Additional Experience

Concierge | The ART, A Hotel | Denver, CO | 2015 – 2020

Education Coordinator | Colorado Neurological Institute | Englewood, CO | 2014 – 2015

Event Coordinator | Latitude Sports Marketing | Denver, CO | 2013 - 2014

COMMUNITY INVOLVEMENT

Youth Head Coach and Team Manager | Denver Lacrosse Club | 2019 - Present

Denver District 3 Representative | DOTI Citizens Advisory Board | 2021 - Present

EDUCATION

Bachelor of Arts in Business Administration & Marketing

Western State College of Colorado | Gunnison, CO