

# Michael Shawn Gorius

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## Education

### Johnson & Wales University – Charlotte

**Bachelors of Science** | Major: Business Management | Concentration: Finance, Entrepreneurship

## Work History

### Charlotte Regional Visitors Authority | Guest Service Representative | October 2015 – May 2016

- Guest services, guest compliance, resolve guest conflicts, assist and escort guest to reserved areas or seating based on event requirements at multiple locations
- Brands supported by the CRVA include Bojangles Coliseum, Charlotte Convention Center, Charlotte Film, NASCAR Hall of Fame, Ovens Auditorium, Time Warner Cable Arena, Visit Charlotte and Charlotte's got a lot, the region's destination marketing brand
- Enhanced problem solving, communication, and patience skills

### Kara's Catering | Kitchen Manager | October 2015 – May 2016

- Prepare and deliver custom catering orders for businesses, special events, customers, and at on-site locations
- Responsibilities included Inventory Management, Concession Operations, Food Budgeting, and Employee Management
- Franchisor of Newk's Eatery
- Increased sanitation score from 95 to 98.5 (Feb. 2016) at the Bojangles Coliseum location

### Acosta Sales & Marketing | Claims Resolution Analyst | January 2016 – April 2016 (Contract)

- Enter the client-defined information into the client proprietary system  
Receive client-defined data elements from Claims Professionals and validate information in system to determine complete
- Discusses defect issues with Sales, clients, customers, and management team and works with them to address the root cause
- Uses systems, reports, and Standard Operating Procedures (SOPs) to work assigned claim steps and gather supporting claims information
- Communicates with clients and customers on a regular basis and provides value add solutions
- Participated in employee relationship building events including diversity building, employee outings, and daily outside activities

### Queen City Q | Food Lead/ Transporter | September 2015 – February 2016

- Queen City Q concession stand at Time Warner Cable Arena and Bojangles Coliseum
- Responsibilities included inventory management, abide health department and food safety standards set by the State and NBA, train new staff, food transportation, opening and closing duties
- Maintain highest health department score (98.5) and cleanest concession within Time Warner Cable Arena 2015-2016 season

### Newk's Eatery (Uptown location) | Trainer | April 2015- November 2015

- Lead multiple stations to maintain a seven minute or less ticket time while serving 200-250 guest in an hour, \$2,000 - \$2,500/ hour
- Recruit and train employees through leadership training to complete trainer or management certifications
- Completed training and responsible for BOH, FOH, Catering, Kitchen Prep, opening and closing duties

## **Gause and Associates | Marketing Manager | January 2015 – April 2015**

- Improved marketing strategies to improve customer retention and new customer database for G&A
- Trained with Liberty Tax to gain knowledge on how to operate a franchise name within a separate business
- Incorporated guerilla marketing techniques to plan community awareness and involvement events using the surrounding businesses in the local communities.
- Built a book of clients to include over 100 local business partners between the North and South Carolina boarders
- Developed and executed recruitment and human resource strategies to effectively employ team members to increase the marketing abilities and efforts, which allowed us to increase the amount of tax returns the office did by nearly 200% YTD

## **Travelers Insurance | Total Loss Adjuster | June 2011 – October 2014**

- Managed 150-200 total loss claims using client specific applications for the Northern, Southern, and Mid- Western Regions, while receiving adjusters license in multiple states
- Active member of the Diversity Business Networks which was used to increase the knowledge and representation of various minority groups within the overall company
- Received ERT Training to be qualified to be selected for catastrophic claims assistance
- Lead groups of interns through real life claims training at the company's Claim University and became a personal mentor for the local office interns and several across the country
- Invited to be a panel representative at the company's head quarters in Hartford, CT to share my experiences and advice through the Leadership Development Internship Program and transition into a full time employee
- Received personal training in Houston, TX to receive adjuster's license
- Completed first year internship in Overland Parks, KS where I rotated through the Workers Compensation, Property, Bodily Injury, and Auto lines of insurance and received exposure to the Legal, Agent, Underwriting, Operations, and Human Resource aspects of business
- Transferred to Charlotte, NC from Overland Parks, KS to complete second year of internship, took lead chair in connecting all of the claims interns across the nation to create a virtual project to help increase productivity through Customer Service, Community Service, Diversity, Social Networking, and Office Projects to increase environment friendliness and office productivity

## **Additional Work**

Master's Golf Tournament | *Server* | 2013 & 2014

Johnson & Wales University | *Work Study* | 2011 – 2013

Kalu Asian Kitchen | *Bartender & Server* | 2012 (Participated in DNC)

American Roadside Burger Company | *Cashier/Runner/Prep* | 2010 – 2011

Cedar Fair (Worlds of Fun) | *Ride Operator* | 2009

## **Experience, Activities, & Awards**

INROADS Intern & Alumni | V.P./Historian/New Intern Liaison | 2011 – 2013

INROADS | Frank C. Carr Volunteer of the Year | 2012

Campus Activities Board | V.P. of Events | 2011-2012

Kauffman Scholars, Inc | Scholarship Recipient | 2009 – 2013 (in program since 2002)

## **Qualifications**

- Proficiency in MS Office (Word, Excel, Outlook)
- Strong analytical skills and problem solving abilities
- Experience in advancement, sales, marketing, customer service, leadership, & operations
- Flexible/adaptive/coachable