

# Shawn Sorg



Tennessee



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## Profile

Dedicated professional with 20+ years of management, with several in hotel / property management, providing service which exceeds expectations. Leader with a strong work ethic and integrity. Leads by example and rewards team for superior performance.

## Skills

- Team Leadership
- Team Motivation
- Organized
- Effective Communication
- Calm Under Pressure
- Adaptability

## Recent Work Experience

### General Manager – Continental Inns of America

07.2020 – 07.2023

#### *Increased revenue and guest experience scores of 205 room downtown hotel*

- Lead all department heads and conduct regular meetings to increase revenue, while decreasing costs.
- Oversaw increase in F&B department revenue by 65%.
- Worked with sales department to increase group revenue.
- Staff of 75.

#### *Oversaw renovations and rebranding of a 140-room hotel.*

- Sole leader for all departments on property.
- Retrained all staff to correct policies and procedures.
- Staff of 15.

### Hospitality / Management Consultant - Self-Employed

10.2015 – 11.2019

#### *Task force style consulting for all property types.*

- Designed marketing and financial strategies.
- Developed training outlines.

### General Manager - Sahaa Beach Resort

05.2019 – 11.2019

#### *Managed a full-service beach resort with 2 F&B outlets.*

- Responsible for budget, marketing and all monthly reports.
- Average occupancy 87%.
- Staff of 35.

### General Manager - The River Lodge

08.2018 – 05.2019

#### *Revived a riverside, non-revenue generating hotel with 1 F&B outlet.*

- Achieved profit generation in 60 days from zero.
- Established all policies and procedures.
- Staff of 5.

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## **Casino Hotel Manager** - Ha Tien Vegas Entertainment Resort

12.2017 – 04.2018

### *Revamped operations for a 180-room casino hotel with 3 F&B outlets.*

- Managed renovation of all hotel rooms and the main kitchen.
- Designed and implemented new front office reporting/guest tracking system.
- Staff of 25.

## **Managing Director** - Funky Flashpacker Asia

09.2015 – 10.2017

### *Top Management of resort with capacity of 200+ with 3 F&B outlets and apartment complex.*

- Developed policies & procedures for all departments.
- Increased F&B profits by 58%.
- Oversaw property expansion of new building.
- Directed apartment building from construction to leasing.
- Staff of 75.

## **Head of Property Management** - National 6A Investment Company

09.2014 – 09.2015

### *Senior Leadership of hotel and residential properties.*

- Luxury condos with retail space.
- Developed all policies & procedures while overseeing leasing (lease up).
- Hotel with space for 50+ with F&B outlet and rooftop bar.
- Assisted with re-branding of mixed-use hotel / apartment.
- Staff of 50.

## **Marketing Coordinator** – deVere and Partners

01.2010 – 09.2014

### *Marketing for financial services company.*

- Planned events for potential clients.
- Telemarketing for new and existing clients.

## **Relevant Work Experience**

## **Loss Prevention Supervisor** - Marco Island Marriott Beach Resort

09.2008 – 10.2009

### *Supervised team of security officers in beach resort of 700+ rooms.*

- Coordinated fire and first aid training for all hotel staff.
- Co-director with another supervisor during transition time of new manager.

## **Education**

## **Certificate in Hospitality Management** - Cornell University

2017



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