

JANICE GREENE, SPHR

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HUMAN RESOURCES EXECUTIVE

Organizational Development • Best Practices • Acquisition Leadership

Accomplished HR Executive with extensive experience and consummate achievements building multiple best-in-class organizations. A savvy team leader skilled in attracting the most qualified employees and matching them to jobs for which they are well suited. Pivotal contributor to senior operating and leadership executives, providing HR leadership for multiple acquisitions, from due diligence to conversion. Innovative problem solver, strategic decision maker, strong communicator.

- Employee Relations (ER)
- Acquisitions
- Safety
- Performance Management
- Labor Relations
- Benefits
- HR Information Systems (HRIS)
- Change Management
- Recruitment
- Organizational Development (OD)
- Training & Development
- Compensation

PROFESSIONAL EXPERIENCE

HYATT HOTELS CORPORATION, *Leading brand in the lodging industry with worldwide locations* 1984–2008
Fast-track promotion through a series of increasingly responsible HR leadership roles. Provided HR guidance to senior leadership teams during acquisitions and hotel openings. Facilitated and delivered Hilton Core Management courses in Management Fundamentals, Change Management, and Presentation Skills.

HYATT KILANI RESORT & SPA, Kilani, Hawaii

RESIDENT MANAGER

2000–2008

Partnered with General Manager and amassed best-ever generated EBITDA for this property, totaling more than \$4M. Served as second in command of a 4-diamond property with 367 rooms and more than 700 employees. Led the Human Resources process during the hotel acquisition process, from due diligence to conversion.

- Grew market share from 75% to 98% and improved occupancy rate from 67% to 88%.
- Achieved and increased guest satisfaction to an average of 99% and earned record results in sales.
- Introduced new "At Your Service" department to create a one-stop concept to enhance customer experience and meet and maintain Hilton standards.
- Designed and facilitated a grand two-day "Welcome to Hilton" event for 100 associates following property acquisition.
- Won "Movers and Shakers Award" for excellence in operations.

MOKI BEACH HYATT RESORT & SPA, Honolulu, Hawaii

DIRECTOR of HUMAN RESOURCES

2000–2002

Senior HR Executive for a unionized property challenged with retaining workforce during and after 9/11 event. Led a team of more than 800 employees for 1310-room property.

- Conceptualized, communicated, and implemented a plan to control wages and benefits costs. Scheduled short-term rotating layoffs, short work weeks, and other unique strategies to avoid permanent layoffs.
- Conceived, developed, and introduced new programs after business stabilized that increased retention by at least 50% and cut staffing costs 21%.
- Partnered with city of Honolulu and created a "Sharing of Aloha" program designed to honor New York City 911 Firemen and their families at the property.