

Reniel Abreu

South Florida, FL

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Bilingual - Fluent in English and Spanish with 10+ years of people experience in the hospitality industry. I am a driven & dedicated professional, focused on executing efficient processes by using knowledge of recruiting, training and development with the goal to increase employee retention and reduce turnover.

Work Experience

Director of Talent & Culture

Renaissance Hotels - Fort Lauderdale, FL

December 2021 to Present

- Responsible for managing the end-to-end recruitment process.
- Responsible for all aspects of the bi-weekly payroll for 170+ part-time and full-time employees, ensuring that it was distributed properly and in a timely manner.
- Collaborate with department managers and senior leadership to ensure property achieve and maintain staffing levels.
- Manage online strategy including career postings and social media positioning.
- Enhance, develop and maintain recruitment/employment related documents.
- Develop and implement property recruitment strategies.
- Lead all event based activity i.e. open houses, job fairs.
- Identify, utilize and maintain professional relationships with external sources to generate applicant flow including learning institutions, government and community based organizations.
- Partner with property management team to ensure effective recruiting and hiring decisions and practices tie to the strategic goals of the business unit and overall organization.
- Establish effective relationships with internal candidates.
- Ensure recruitment practices are compliant with applicable state and federal laws.
- Provide business relevant and impactful reporting to property team including turn over analysis and cost per hire.
- Manage key employee engagement programs including performance management, employee and recognition programs.
- Consult and partner with property leadership to develop and implement initiatives and programs aimed at ensuring a positive employee experience in support of organization's talent strategy.
- Partner with leadership team to identify and implement regular enhancements to engagement programs as part of continuous improvement efforts.
- Facilitate related and required training and development programs as needed.
- Develop and implement an effective and consistent employee communication plan of action.

Operations Manager

Nick & Herrera Cleaning Services, INC.

May 2020 to December 2021

- Maintain excellent high-performing teams and proactively ensure client are executed consistently by addressing retail issues on an on-going basis.
- Responsible for all posting job opportunities online, selecting, interviewing candidates for available positions and exit interviews.
- Develop people through training and direct organizational and team development initiatives using performance management tools.
- Maintain proactive and professional communications across the organization to ensure client and company KPI's are met.
- Direct supervision of team members.
- Recognize and address performing issues in a timely manner.
- Conduct initial walk-throughs with new clients and along selected sales agents, in preparation for commercial contract with the company.
- Oversee teams within a geographic area to ensure the highest levels of client satisfaction.

Human Resources Manager

Renaissance Boca Raton Hotel (TPG Franchise)

January 2019 to May 2020

- Responsible for handling all components of ULTI PRO-payroll processing and benefits administration for over 100 employees on a bi-weekly basis. Reduced payroll processing time from 2 or 3-day process to 1-day.
- Responsible for the employee benefits programs by studying and assessing benefit needs and trends; recommending benefit programs to management; directing the processing of benefit claims; obtaining and evaluating benefit contract bids; awarding benefit contracts; computing benefit reconciliation and conducting educational presentations on benefit programs.
- Notify COBRA of eligible employees and administer the provision of FMLA designations as well as tracking leave usage.
- Respond to 401(K) inquiries from managers and associates relating to enrollments and plan contribution amounts.
- Manage a pay plan by conducting annual pay surveys; scheduling and conducting job evaluations; preparing pay budgets; monitoring and scheduling individual pay actions; and recommending, planning, and implementing pay structure revisions.
- Cultivate professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies.
- Advance staff job results by counseling and disciplining employees, and planning, monitoring, and appraising job results.
- Explaining human resources policies and procedures to all associates.
- Ensures planning, monitoring, and appraisal of employee work results by training managers to coach and discipline employees with performance reviews.
- Respond to associate questions during the entrance and exit interview processes.
- Responsible for all posting job opportunities online, selecting, interviewing candidates for available positions and exit interviews.
- Manage all phases of recruiting, including interviews and new hire paperwork.
- Perform background checks and drug tests for applicants.
- Process worker's compensation claims and labor law compliance.
- Prepare employees for assignments by establishing and conducting orientation, training programs and monthly rallies.

Human Resources Generalist

The Westin Fort Lauderdale (TPG Franchise)

June 2018 to January 2019

Handled all components of ADP-payroll processing and benefits administration for 175 employees on a bi-weekly basis.

- Reduced payroll processing time from 2 or 3-day process to 1-day.
- Notified COBRA of eligible employees and administer the provision of FMLA designations as well as tracking leave usage.
- Responded to 401(K) inquiries from managers and associates relating to enrollments and plan contribution amounts.
- Managed all phases of recruiting, including interviews and new hire paperwork.
- Explained human resources policies and procedures to all associates.
- Responded to associate questions during the entrance and exit interview processes.
- Selected and interviewed candidates for all available positions.
- Processed worker's compensation claims and labor law compliance.
- Performed background checks and drug tests for applicants.

Human Resources Assistant

Marriott Hotels

December 2015 to May 2018

- Met with employees daily to answer their benefits related issues or questions.
- Executed HR team's expenses and calendar management.
- Created and maintained complex spreadsheets for HR managers for all HR events.
- Maintained AAP log for both hourly and salaried hires using ADP Systems.
- Ensured Federal, State and Local compliance.
- Coordinated Employee Functions: Open Enrollment, Company picnics, recruitment fair, flu shot clinic.
- Took care of all correspondence and reports.
- Provided Administrative support to HR Director and HR Generalist as well as the Director of Operations.
- Updated Human Resources policies as needed.

Education

Bachelor's Degree in Business Management & Applied Leadership Skills in Business Management & Applied Leadership Skills

Florida Atlantic University - Boca Raton, FL

Associate Degree in Arts

Palm Beach State College - Lake Worth, FL

Master's degree in Communications / Spanish Language Journalism

Florida International University - Miami, FL

Skills

- HRIS (ADP, Ultipro/UKG, Paycom, Timesaver, Paychex Flex, MGS and Global Source)
- Benefit Administration, Payroll, Recruitment and Hospitality

- Experienced in sales, customer service and support
- PowerPoint, Word, Microsoft Excel, Outlook
- Productive, Efficient, organized and dependable
- Security Officer License
- Benefits Administration
- Employee Orientation
- Human Resources Management
- Performance Management
- Human Resources
- Recruiting
- Workers' Compensation
- Management
- Calendar Management
- Office Management
- Clerical experience
- Hotel experience
- Filing
- Typing
- Employee relations
- Management
- Talent acquisition
- Hireology ATS

Certifications and Licenses

CPR Certification