

# 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

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### **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 ULTIPRO-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.
- Explain 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

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### **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

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- 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

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### **CPR Certification**