Professional Summary

Results-driven AV10 professional with extensive experience in the Aviation industry, leveraging expertise in Recruiting, Hospitality Industry, and Customer Service to drive exceptional student outcomes. Proven track record of fostering a culture of excellence in grooming, communication, teamwork, and hospitality etiquette.

Professional Experience

Senior Hospitality Training Director

Inazuma.co | January 2020 - Present

Training Manager

Aerius Airlines | June 2015 - December 2019

Key Achievements:

- Increased student satisfaction ratings by 30% through tailored training initiatives.
- Developed and implemented a mentorship program, resulting in a 25% reduction in new hire turnover.

Responsibilities:

- Designed and delivered training programs for hospitality staff.
- Conducted workshops on customer service and conflict resolution.

Assistant Training Manager

Skybound Hospitality Group | March 2012 - May 2015

Key Achievements:

- Improved training efficiency by 40% through the introduction of e-learning modules.
- Collaborated with the HR department to reduce recruitment time by 20%.

Responsibilities:

- Assisted in the development of training materials and programs.
- Coordinated logistics for training sessions and workshops.

Training Coordinator

FlightDeck Training Institute | September 2009 - February 2012

Key Achievements:

- Enhanced student engagement by incorporating interactive training tools, leading to a 15% increase in course completion rates.
- Successfully coordinated training events for up to 500 attendees.

Responsibilities:

- Coordinated training schedules and materials.
- Provided administrative support to the training team.

Education

Master of Science in Hospitality Management
Cornell University School of Hotel Administration | 2009

Relevant Coursework:

- Hospitality Operations Management
- Customer Service Excellence
- Training and Development in Hospitality

Technical Skills

Recruiting:

- Talent Acquisition Strategies
- Interview Techniques
- Candidate Management Software (CMS)

Hospitality Industry:

- Hotel Operations Management
- Customer Service Standards
- Hospitality Software (Property Management Systems, PMS)

Customer Service:

- Conflict Resolution Techniques
- Customer Feedback Analysis
- Service Quality Improvement Strategies