

ANA ZYSKO

PROFESSIONAL EXPERIENCE

University of Texas at Dallas, Richardson, Texas

May 22, 2013-present

Business Manager

- Responsible for the administrative processes for the Texas Biomedical Device Center and the administrative staff
- Prepares all Human Resources paperwork for the Center for new hires, terminations, and staff changes
- Runs reports from PeopleSoft for department's cost centers
- Onboard new hires, volunteers, and guests
- Prepares timecards for all new staff, maintains, approves and resolve timecards issues
- Interview, hiring, train and manage administrative staff
- Plans and executes NSERL/BSB AAs three meetings annually as well as training sessions as needed

City of Dreams, Macau SAR

February 2, 2009-July 2012

Manager – F&B and Hotel Ops Training

- Strategized, coordinated, and implemented the training process for the Business Units newly hired staff pre and post grand opening
- Worked in conjunction with COD Learning & Development department and MELCO Learning Academy to keep the work force on the development path continuum
- Implemented several FORBES training processes alongside Forbes official training for Crown Towers
- Designed, developed, and delivered several training programs especially for the management level
- Worked in several non-training related projects for the VP of F&B such as: outlet incentive programs, staff recognition, manager's meeting and manager's retreats, motivational programs, and show casing F&B department in the Macau events

UTD-University of Texas at Dallas, Richardson, Texas

2008/09

Administrative Assistant – Materials Science & Engineering Department

- Assisted MS&E – Materials Science & Engineering Department in establishing the new department administrative forms
- Worked closely with the post doc students and visiting scientists coordinating their needs within the university's departments
- Assisted on the creation of content for the department's website
- Coordinated and executed visiting scientists' seminars, departmental events, students, and professor's lectures
- Assisted Department head with special projects.

Tellabs, Richardson, Texas

2008

Training Consultant (Contracted through Kay & Associates)

- Scheduled, enrolled, and retired courses in company learning management system as well as maintaining a local office-training calendar.
- Coordinated with courses' vendor the course set up, facility readiness, and issuing of technicians' certificates.
- Conducted customer service programs for the Call Center staff and coached staff on a one-on-one basis according to program requirements.

McAfee, Dallas, Texas

2007

Technical Writer/Courseware Developer (Contracted through Manpower Professionals)

- Revised online software sales training courses for internal representatives and external sales partners, adding updated information on products being re-launched with additional features.
- Incorporated PowerPoint slide show and speaker's notes for several courses.

- Communicated effectively with upper management to obtain verification and/or approval for various elements of training, facilitating their processes by asking detailed questions and pointing out areas for clarification.
- Transcribed course material taught by subject matter experts for later use in other training courses.

Inn of the Mountain Gods, Ruidoso, New Mexico

2003-2006

Director of Training and Development

- Developed training program for 273-room hotel and 38,000 square foot casino on Indian reservation in preparation for grand reopening following period of reconstruction and business strategy change.
- Tasked with changing attitudes and building teams in situation where customer service had not previously been a priority and employees were antagonistic toward one another.
- Contributed to development of mission statement aligned with executive management's identified vision of becoming best resort destination in Southwest.
- Established resort/casino's message of cultural change by incorporating vision, mission statement, and values into all training programs and classes.
- Considered education level and prior experience of employees when designing training sessions.
- Trained trainers to teach daily job responsibilities in hands-on situations, identifying specific employees who demonstrated leadership and training skills.
- Provided continuity to initial training and on-the-job training by establishing procedures and constantly communicating corporate message.
- Created skills seminars for managers and supervisors to enhance their interpersonal and managerial skills.
- Facilitated employee communication via internal magazine, internal weekly news broadcast on closed-circuit television, and companywide quarterly meetings.
- Collaborated with HR to address management needs to improve interviewing techniques, retention, coaching, and performance appraisals.
- Developed yearlong management-in-training program for individuals identified as potential future department managers; local university granted 15 credit hours for program's curriculum completion.
- Implemented manager-on-duty program to provide on-site coverage during nights and weekends.

Mosaic Sales Solutions, Irving, Texas

2002-2003

Training Manager

- Prepared online training information on weekly basis for use by U.S. sales representatives; used Dreamweaver for Internet publication of promotions on numerous cell phone products and services.
- Utilized Photoshop and incorporated graphics to make training materials more attractive.
- Coordinated monthly issue of AT&T client magazine for field staff that highlighted representatives from different regions, updated personnel on standings in sales competitions, and provided information about new and updated mobile phone plans.
- Designed, developed, and delivered training programs for sales representatives tasked with selling cellular products at Best Buy; educated them on customer service and sales techniques.

Several Consulting Projects with different consulting companies

- **Consulting Partners, Dallas, Texas** **1998-2000, 2002**
- **RHI Resource Management, Inc., Dallas, Texas** **2001**
- **Answer One Consulting, Dallas, Texas** **2000-2001**

American General Hospitality, Irving, Texas

1996-1998

Corporate Training Director

- Responsible for Corporate policies and procedures presentation to all General Managers on field for 72 properties in the USA and Mexico
- Traveled to conduct management training, train the trainer and customer service training for each hotel property incorporating the property brand (Property brands were Courtyard by Marriot; Holiday Inn; Double Tree Hotels; Wyndham Hotels; and several non-brand hotels) as well as corporate properties
- Prepared training reports, conducted training audits and created training support materials in English and Spanish for all hotel properties monthly
- Responsible for quarterly General Manager's Meeting at the Corporate offices – 3-day event
- Hired and trained 3 Corporate training managers to assist with Corporate Training duties

Loews Anatole Hotel, Dallas, Texas

1986-1996

Training Director

- Responsible for all aspects of the training department locally and for the Loews Corporation guidelines implementation at the property
- Managed a staff of 5 training managers and one training coordinator for this large convention property with over 1,500 rooms hotel

EDUCATION	CERTIFICATIONS
B.S. , Electronics, Southeastern Oklahoma State University, Durant, Oklahoma	NetSpeed Leadership • Achieve/Global Frontline Leadership Facilitator
ESI – Associates Degree in Project Management, George Washington University	