

MAYDELIN CASTILLO
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SUMMARY:

HUMAN RESOURCES & TRAINING PROFESSIONAL

- ♦ Certified American Society for Training and Development
- ♦ Performance Consulting and Design
- ♦ Performance Management
- ♦ Demonstrated success, designing and developing training programs, creating online training programs

SKILLS

<i>HR Policies & Procedures</i>	<i>Social Media</i>	<i>Recruitment & Retention</i>
<i>Florida Notary</i>	<i>Training & Development</i>	<i>Employee Relations</i>
<i>FMLA/ADA/EEO/WC</i>	<i>Performance Management</i>	<i>Benefits Administration</i>
<i>Employee Benefit Design</i>	<i>Investigations</i>	<i>HR Project Management</i>
<i>UltiPRO</i>	<i>ADP Workforce</i>	<i>Paychex</i>
<i>Team Building</i>	<i>Compliance & OSHA</i>	<i>Bilingual English / Spanish/ Entry Level Italian</i>

WORK EXPERIENCE

PUBBELLY HOSPITALITY, BISCAYANE HOSPITALITY - FOODCOMMAGROUP – Miami, FL

Human Resources Manager/Director Jan 2017- Sept 2018

- ♦ Designed all infrastructure and processes for Human Resources.
- ♦ Managed recruitment and retention processes.
- ♦ Developed and executed learning and development plans.
- ♦ Directed and managed biweekly payroll for 10 sites
- ♦ Designed and conducted HR investigations and organizational assessments - recommend and develop appropriate remediations.
- ♦ Worked with management and associates to resolved complex employee relations issues.
- ♦ Provided day-to-day performance management guidance to line management (e.g., coaching, counseling, career development, disciplinary actions).
- ♦ Worked closely with management and employees to improve work relationships, build morale, and increase productivity and retention.
- ♦ Communicated and facilitated organizational culture, policies and procedures, tools and resources.
- ♦ Provided guidance and input on business unit restructures, workforce planning and succession planning.
- ♦ Resource to the employees and managers regarding interpretation of company policies and guidelines.
- ♦ Identified and implemented training needs for all sites, management and individual coaching needs.
- ♦ Advised and influenced management around complex employee relations decisions: business conduct, terminations, and HR policies, guidelines and practices.

HERSHA HOSPITALITY MANAGEMENT — Miami, FL

Human Resources Manager Aug 2015 – Dec 2016

- ♦ Facilitated recruitment process including sourcing, screening, interviewing, offers and on- boarding for multiple properties.

- ◆ Developed, monitor and facilitate new employee orientation programs.
- ◆ Executive Committee Member.
- ◆ Oversaw training initiatives.
- ◆ Communication liaison with leaders and teams.
- ◆ Lead the performance review process and goal setting process.
- ◆ Developed & formalize training programs for management and associates.
- ◆ Worked proactively with the department managers to continuously improve HR service levels and ensure guest satisfaction.
- ◆ Conducted management training and advise management of labor law issues.
- ◆ Coordinated all new hire training.

HOTEL SHANGRI-LA — Santa Mónica, CA

Human Resources Manager Jan 2013- Jun 2015

- ◆ Directed and coordinated all human resources activities including recruitment and retention of a diverse workforce, employee relations, compensation, benefits, 401k, performance management, training and development.
- ◆ Executive Committee Member.
- ◆ Acted as an advisor and consultant to management in driving employee engagement.
- ◆ Managed and process payroll for two companies- advanced ADP User- Security Manager for ADP.
- ◆ Successfully implemented HRIS systems for company.
- ◆ Implemented strategies in the areas of compensation, benefits, recognition, administration, health and safety and employee wellness.
- ◆ Developed, implemented and advised with the interpretation policy and consistent application of Human Resources policies and procedures.
- ◆ Worked closely with management and employees to improve work relationships, build morale, increase productivity and retention.
- ◆ Ensured that the hotel is compliant with all Human Resources initiatives and standards.
- ◆ Provided day to day performance management guidance to line management (coaching, counseling, career development, disciplinary actions).
- ◆ Provided guidance and input on department restructures, workforce planning, succession planning.

GRAND BEACH HOTEL — Miami , FL

Human Resources and Training Manager Jan 2012 – April 2012

- ◆ Developed programs, policies, procedures and controls and other personnel statistics.
- ◆ Created and disseminated monthly employee newsletter.
- ◆ Facilitates recruitment process including sourcing, screening, interviewing, offers and on- boarding
- ◆ Developed, monitored and facilitated new employee orientation programs.
- ◆ Developed formalized training programs for management and personnel.
- ◆ Responsible for recruitment for all areas of organization.
- ◆ Worked proactively with the department managers to continuously improve HR service levels and ensure guest satisfaction.
- ◆ Conducted management training and advise management of labor law issues.
- ◆ Coordinated all new hire training.

CONSULTANT – Miami, FL 2010- 2012

- ◆ *Assisted small companies with HR startup and development*

UNIVERSITY OF MIAMI-Graduate Business Programs – School of Business

Assistant Director Recruiting and Admissions Jan 2001-Jan 2010

- ◆ Traveled extensively to Latin America to create and maintain relationships with, corporate human resources and training managers with local small businesses and Fortune 500 companies.
- ◆ Served as the primary contact for all corporate program development, inquires and transactions for the Latin America region. Lead the company's Latin American recruitment to ensure that C-Suite recruitment and transactions ran smoothly and the handover to the onboarding team was completed and provided post onboarding follow up with students and companies.
- ◆ Monitor potential leads and inquires in the Latin American target market and ensured database was kept up to date.

- ♦ Managed and oversaw budgets to ensure cost allocations, spending and usage of appropriate accounts.
- ♦ Coordinated and assisted with special marketing projects and set up and managed all internal and external events both domestically and internationally.
- ♦ Developed strategies to maximize admissions including daily contact with potential referral sources.

Organizational Development- Professional Development and Training Office Instructional Designer /Training Manager

- ♦ Trained organizational leaders and management in effective techniques for training, employment retention, performance management and peer mentoring.
- ♦ Created and conducted new employee orientation and onboarding program.
- ♦ Researched and assisted in implemented online LMS for University employees.
- ♦ Designed and implemented live and web-based training courses and programs.
- ♦ Provided management, supervisors and departments with performance consultations to determine professional development and training needs.
- ♦ Identified and created professional development programs to ensure employees have necessary skills to succeed.
- ♦ Created and facilitated focus groups design, training and marketing needs.

South Florida Surgery Center- Miami, FL

Human Resources Manager –Part-time (30-35 hours a week) Jan 2006 -Dec 2007

- ♦ Reviewed, revised and maintained policy and procedure for the ambulatory surgery center,
- ♦ Advised, guide, and consulted with physicians and management on all aspects of the hiring, process, salary administration rules and HRD policies and procedures,
- ♦ Implemented recruitment process and maintained employee relationships,
- ♦ Managed employee benefits and supervised benefits packages,
- ♦ Supervised clinical and business operations,
- ♦ Ensured proper supervisory skills were used via nurse manager and supervisors,
- ♦ Created and implemented employee handbook for the Center,
- ♦ Implemented time keeping and tracking system to analyze effective staffing costs,

EDUCATION & CERTIFICATIONS

- ♦ **WORCESTER STATE COLLEGE - Worcester, MA**

Bachelor of Science (BS) in Health Science

- ♦ **AMERICAN SOCIETY FOR TRAINING AND DEVELOPMENT- Orlando, FL**

Trained Facilitator- Certified June 2005

- ♦ **LANGEVIN PERFORMANCE CONSULTING & DESIGN- Miami, FL**

Certified November 2006

- ♦ **Project Management Curriculum, Rockhurst University –Miami, FL**

OF NOTE

Affiliations:

- ♦ ASTD Member
- ♦ SHRM Member

