**GISELA MORENO**  Miami, Fl. 33129

201-543-4310

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Human Resources professional offering more than 15 years of ground-level policy development, financial planning, benefits administration, recruitment, on-boarding and HR administration in the Hospitality and Food & Beverage industries.

MONDRIAN SOUTH BEACH MIA, FL

Director of Human Resources 3/19-Present

* Direct recruitment and on boarding process
* Enroll New Hires in benefits and assist with payroll
* Executive Committee Member
* Responsible for Recognition programs
* Coaching and Counseling

MARQUIS ASSOCIATION MANAGEMENT an Associa Company MIA, FL

Human Resources Manager 8/17-3/19

* HR leader for 60 Associations in Broward and Dade Counties
* Executive committee member
* Assist Directors in succession and performance improvement plans
* Serve as liaison between Corporate HR and Marquis Association
* Manage Benefits, Worker’s Comp, FMLA, Leave of Absence and ensure compliance with Employment, State and Local laws
* Prepare and conduct harassment, benefits, payroll self-service trainings, orientation and on-boarding for on-site and field employees
* Assist recruiter in the selection process
* Handle all terminations and assist Property Managers with coaching and counseling
* Process payroll for 400 employees
* Coordinate monthly volunteer activities
* Created and update monthly newsletter

CARNEGIE DELI/CARNEGIE DELI PRODUCTS INC. NYC/NJ

Director of Human Resources 7/13-2/17

* Established the HR department to develop and implement policies and procedures, performance management, trainings and employee relations
* Worked directly with ownership, legal and the CFO/COO to ensure 100% compliance with all employment, federal, state, local laws and CBA
* Developed and conducted various employee trainings including POS
* Maintained a 3% or less turn over rate in both NY and NJ establishments
* Handled all employee/human resource issues including, coaching, counseling, arbitrations, investigations, contract negotiations, grievance settlements, as well as, hiring and firing
* Formulized personnel performance reviews and evaluations for all employee positions
* Maintained the day to day HR operations and communicated daily with the CFO/COO assessing labor costs, employee performance and restaurant/commissary operations
* Handled all worker’s comp claims, disability and benefits administration
* Assisted as Floor Manager
* Created and maintained schedules for the non-union members
* Served as building manager for ownership

TRYP TIMES SQUARE SOUTH NYC

Director of Human Resources 8/11-7/13

* Involved in the pre-opening phases and operations of the hotel
* Reported to the General Manager, Regional HR Director and worked closely with ownership to create employee handbook, SOP’s, policies and HR budget
* Wyndham culture and expectations conveyed to the hotel staff via brand training seminars
* Prepared weekly and monthly financial and communication reports for ownership and corporate
* Member of the executive committee team charged with drafting overall administrative evaluations for all departmental functions
* Developed recognition and incentive programs and prepared presentations for employee events, recognition ceremonies and staff meetings
* Maintained a high rating on TripAdvisor by incorporating a quality assurance program into our business plan
* Assisted the executive chef with the creation of new menu and drink selections
* Maintained a non union environment

MONDRIAN SOHO NYC

Director of Human Resources 11/10-8/11

* Pre-Opening executive committee team member responsible for hotel operations from pre-opening to opening day
* Directed department functions and responsibilities including recruitment, trainings and budgets
* Prepared evacuation plan
* Handled the transition from non union to union for contractual classifications

SHERATON LINCOLN HARBOR HOTEL NJ

Human Resources Manager 6/08-11/10

* Managed the daily departmental operations with one assistant
* Maintained employee relations and recognition programs
* Interacted with the union representative to ensure a productive work environment
* Completed monthly reports for corporate including union health and welfare and pension reports
* Created and administered management and team member appraisals
* Certified Property Trainer for corporate and hotel training
* Processed payroll for 170 employees
* Organized employee surveys and provided feedback to executive committee team
* Improved quality assurance throughout the hotel by communicating results from guest feedback and mystery shopper programs
* Created the MOD feedback report, MOD scheduling and served as MOD
* Acted as housekeeping director in director’s absence

SKILLS

\*Proficient in Microsoft and MAC applications \*HRIS \*POS \*Policies Development \*Contract Negotiations \*Budgeting and Forecasting \*Fluent in Spanish

EDUCATION

Associates Degree – Wood Tobe-Coburn, NY 1996