

SELENA RAMIREZ

A Corporate Trainer with eight years of experience specializing in hospitality management , program development, curriculum design, and e-learning. A strong history of developing and implementing quality training programs to enhance customer service delivery.

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PROFESSIONAL EXPERIENCE

TRAINER

Hilton Hotels, New York, NY
June 2016 -Present

- ◆ Design, develop, and implement training curriculum for a premiere hotel chain, deliver seminars to over 150+ managers and team members on customer service best practices and standards, resulting in a 30% increase in guest satisfaction scores
- ◆ Conduct comprehensive audits of performance data, design training programs to improve upselling and rewards memberships, and increase enrollments by up to 20%
- ◆ Create courses and training curriculum for team members pursuing leadership and management opportunities within the organization

TRAINER

Hotel Marriot, New York, NY
July 2013-June 2016

- ◆ Delivered comprehensive training seminars for over 80+ new hires on booking software, company POS, customer service standards, and guest relations
- ◆ Provided training to hotel managers on operations management approaches and employee engagement programs to maximize operational performance

EDUCATION

Bachelor of Science (B.S.)
Business Administration
University of Syracuse, New York, NY
September 2009 - May 2013

KEY SKILLS

- ◆ Hospitality Management
- ◆ Adult Learning
- ◆ Curriculum Design
- ◆ Staff Development
- ◆ Program Development

CERTIFICATIONS

- ◆ Certified Professional in Training Management (CPTM), 2013