

MARIO CHRISTOPHER BRAGANZA

PROFESSIONAL PROFILE

A proactive Human Resources management professional,

akin to a Swiss army knife, versatile and flexible yet multiply talented.

A complete, dependable and flexible team player, using smart innovative and creative solutions technically and otherwise. A practical & exemplary leader.

The Management, Conflict resolution & Organizational development skills are premium, possess investigation and dispute resolution skills in HR Management.



A strategic thinker who can identify an opportunity for change ensuring the highest levels of service excellence and thereby peaked outputs both at work and business

Leading by example & Ensuring consistent Practicality and Positivity.

A Self driven, Responsible, and Highly Motivated HR Professional. Excellent interpersonal skills whether it be Mediating, Coaching, Mentoring and Training people to hone their best, ensuring highest standards are effected.

Can take mature decisions under stress, maintaining focus and energy levels, dealing with dispute resolution, and a human tact for communicating difficult messages.

PROFESSIONAL EXPERIENCE

April 2018 - Date, HR Training & Development Manager, Carnival Cruise Lines, Shipboard

Orientation and Onboarding trainings were an integral part of developing crew members to help them understand the culture at Carnival.

Apart from the Learning & Development, I utilised the position to help crew, counselling them, As a result, I thwarted 8 potential suicide cases and had them back on track, with education and reinforcement of their potential and identity.

Proactively action leadership whilst at work by assisting Middle and Senior Management on Safety of the self first, and the Vessel in turn.

To this effect, I helped retrain the whole ship for a Coast Guard Inspection where we returned not only a great score of 95% but one that allowed us the basics of Safety and its importance in our day to day lives on a ship.

Using adult and educational training methods, I ensured crew empathy with Guest satisfaction is tied together and further proven to ramp up scores on Guest Satisfaction.

Help Management and Operations team on a consistent basis to allow a free and fair assessment towards their individual progress and address concerns.

April 2014 - March 2018, HR Manager / Entrepreneur,

Rustic HomeStays Goa / ACCLA Goa, India

Whilst multitasking from my own home venture to training at a location offsite, I chose to

set my standards higher than usual. A trademark normally of my personal self so I can deliver more than I promise.

The HomeStay allows me an entrepreneurial experience yet I multitask at the ACCLA facility to train students going to ship in soft skills, Life experientials and interview preparedness. I also assist with recruitment and selection.

Apart from the above, I also conduct training sessions for the State Government employees on a regular basis. Sessions include Leadership Development, Customer Service and Personal development skills.

These sessions are had in conjunction with programs linked to the State Government and I am contacted on an as required basis.

April 2013 - March 2014 Manager & Trainer, Hospitality (Voluntary Services to the Alma mater) DBTI, Solomon Islands & Papua New Guinea

A give back to my alma mater, the Salesian Delegation of Solomon Islands and Papua New Guinea was where I put in a fruitful year.

As part of a funding project from the European Union, I taught children Hospitality eventually placing them locally and otherwise.

October 2011 - March 2013, HR, Training & Development Manager, Hilton Worldwide Inc, UAE.

Helped bring up Al Ain Hilton property from 3 star to 5 star. I had been recruited for the purpose on a contractual form of employment and successfully completed the endeavour.

May 2008 – September 2011, HR Training & Development Manager, SAEC Ltd, Panama City, Republic of Panama

Here I held a dual role HR Training & Development Manager & Customer Service Manager.

I set up the complete handbook and employee manuals for the property start up in Daman, India for the company.

When working out of Manila, I retrained and had the employees upto speed on an international level.

June 2005 - April 2008, Training and Development Manager, Cidade de Goa Beach Resorts, Goa, India

After returning I contributed effectively to the HR department in setting up a Service Excellence culture.

Report to the Human Resource Manager, Having returned with a whole lot of international

expertise from Disney, I chose to spruce up my education and direct my career into the Human Resources department to move upwards and bolster my skills in the same.

April 2002 - May 2005 Captains Steward, Disney Cruise Lines, Florida,USA.

Report to the 2nd Housekeeper on board, Providing services and assisting guests, catering to those guests staying within assigned area, i.e. the Captain and his Steering Committee and Management personnel

Attended the " Train the trainer Management Program which has helped me tremendously till date.

June 1995 - March 2002 Executive ,Human Resources , Cidade de Goa Beach Resorts, Goa , India.

Introduced (Safety Management System) SMS, Responsible for the implementation of the general safety management within areas and operations under their control

Implemented training course for new recruits and frontline service staff.

I moved onto Disney Cruise Lines to be able to expose myself internationally in terms of professional experience in the Hospitality Industry.

EDUCATION & CERTIFICATION

Masters, Psychology, Divine Mercy University, Virginia, USA

Masters in Sociology, Mumbai University , India.

B.A., Psychology & English Literature, Mumbai University, India.

Post Graduate Diploma in Human Resource Management(PGDHRM) , Symbiosis Institute of Management, India

Professional Member of the Society of Human Resource Management, Virginia, USA with a certification attempt at the (SPHR) Certification from HRCI, USA

Concluding the ATD Certification Institute's Certified Professional in Learning and Performance Certification (CPLP)

Professional Membership in CIPD

Practitioner in Neuro Linguistic Programming, School Of Excellence, Chennai, India.

Diploma in Photography from Photographic Society of India

Advanced Firefighting Certificate from the Port Canaveral Fire Station,Florida, USA

PROFESSIONAL AFFILIATION & MEMBERSHIPS

Member, Society Human Resource Management, (SHRM), USA

Member, Association for Talent Development

Member, Photographic Society of India (PSI), Mumbai, India

Member, American Photo Society, New York, USA

Member , Council of Tourism and Hospitality, UK

Member, CIPD, UK

Train the Trainer Certification from Disney Cruise Lines, Hilton Worldwide Inc.

PERSONAL PARTICULARS

Date of Birth : 24th February 1977

Nationality : Indian , Roman Catholic

Passport # :Z3534797 (DOI : 1st February 2016 DOE : 31st January 2026)

C1/D Visa : 20182618320003 (DOI : 24th September 2018 DOE : 17 September 2023)

B1/B2 Visa : 20140776420010 (DOI : 19th March 2014 DOE : 17th March 2024)

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REFERENCES

Gareth Williams, CCL, HR Services,Carnival Shoreside Management

Parixit Pai Fondekar, Owner and CEO at ACCLA India

