

# JANICE GREENE, SPHR

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## HUMAN RESOURCES EXECUTIVE

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### Organizational Development • Best Practices • Acquisition Leadership

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Accomplished HR Executive with extensive experience and consummate achievements building multiple best-in-class organizations. A savvy team leader skilled in attracting the most qualified employees and matching them to jobs for which they are well suited. Pivotal contributor to senior operating and leadership executives, providing HR leadership for multiple acquisitions, from due diligence to conversion. Innovative problem solver, strategic decision maker, strong communicator.

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|-----------------------------------|--------------------------|----------------|
| ➤ Employee Relations (ER)         | ➤ Acquisitions           | ➤ Safety       |
| ➤ Performance Management          | ➤ Labor Relations        | ➤ Benefits     |
| ➤ HR Information Systems (HRIS)   | ➤ Change Management      | ➤ Recruitment  |
| ➤ Organizational Development (OD) | ➤ Training & Development | ➤ Compensation |
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## PROFESSIONAL EXPERIENCE

**HYATT HOTELS CORPORATION**, *Leading brand in the lodging industry with worldwide locations* 1984-2008

Fast-track promotion through a series of increasingly responsible HR leadership roles. Provided HR guidance to senior leadership teams during acquisitions and hotel openings. Facilitated and delivered Hilton Core Management courses in Management Fundamentals, Change Management, and Presentation Skills.

HYATT KILANI RESORT & SPA, Kilani, Hawaii

### RESIDENT MANAGER

2000-2008

**Partnered with General Manager and amassed best-ever generated EBITDA for this property, totaling more than \$4M.** Served as second in command of a 4-diamond property with 387 rooms and more than 700 employees. Led the Human Resources process during the hotel acquisition process, from due diligence to conversion.

- Grew market share from 75% to 98% and improved occupancy rate from 67% to 88%.
- Achieved and increased guest satisfaction to an average of 99% and earned record results in sales.
- Introduced new “At Your Service” department to create a one-stop concept to enhance customer experience and meet and maintain Hilton standards.
- Designed and facilitated a grand two-day “Welcome to Hilton” event for 100 associates following property acquisition.
- Won “Movers and Shakers Award” for excellence in operations.

MOKI BEACH HYATT RESORT & SPA, Honolulu, Hawaii

### DIRECTOR of HUMAN RESOURCES

2000-2002

**Senior HR Executive for a unionized property challenged with retaining workforce during and after 9/11 event.** Led a team of more than 800 employees for 1310-room property.

- Conceptualized, communicated, and implemented a plan to control wages and benefits costs. Scheduled short-term rotating layoffs, short work weeks, and other unique strategies to avoid permanent layoffs.
- Conceived, developed, and introduced new programs after business stabilized that increased retention by at least 50% and cut staffing costs 21%.
- Partnered with city of Honolulu and created a “Sharing of Aloha” program designed to honor New York City 911 Firemen and their families at the property.

MILO HYATT RESORT & BEACH CLUB, Lihue, Hilo, Hawaii

**DIRECTOR of HUMAN RESOURCES**

1995–2000

**Served as opening Director of Human Resources for property with 345 guest rooms, 232 timeshare villas, and a combined staff of 450.** Reported to the General Manager of Hyatt International and Project Manager of Hyatt Vacation Club.

- Orchestrated a corporate culture change initiative to reform processes by merging both HR groups into one organization. Recruited, hired, and trained the initial 300 associates.
- Decreased employee staffing costs 18% annually.
- Reduced number of employee accidents and days out of work through improved training and incentive programs that encouraged employees to work safer and smarter.
- Spearheaded a triumphant union avoidance campaign to halt organizing attempts, and ensued \$2M annual savings in employee costs.
- Selected by VP to champion a special assignment directing acquisitions of multiple properties in far-flung locations.

LAGUARDIA AIRPORT HYATT, Queens, New York & FORT LEE HYATT, Fort Lee, New Jersey

**DIRECTOR of HUMAN RESOURCES**

1993–1995

- Amplified participation in the Associate Opinion Survey and increased employee satisfaction 8%.
- Successfully managed HR organization in LaGuardia with 438 rooms and 300 employees, and Fort Lee with 289 rooms and 180 employees.

NEW YORK HYATT CENTER, New York, New York

**ASSISTANT DIRECTOR of PERSONNEL SERVICES**

1991–1993

**Career began as Benefits Specialist in 1989, promoted to Employment Manager in 1990, and promoted to Assistant Director of Human Resources in 1991 through 1993.** Held HR Generalist position for 13 direct reports and 1700 employees.

- Created a presence in the Japanese market by spearheading a Management Exchange Program sending Hilton employees to Japan to learn the market and one Japanese to New York.

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**EDUCATION AND CERTIFICATION**

**Executive Education Program**  
**Bachelor of Science (BS)**

ASPEN INSTITUTE  
UNIVERSITY OF RHODE ISLAND

**Certified Hyatt Facilitator**

HYATT CORE TRAINING PROGRAMS

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**PROFESSIONAL AFFILIATIONS**

Senior Professional in Human Resources (SPHR) Certification  
Society for Human Resource Management (SHRM), National Member