

Profile

Community & Human Resources Professional with progressively responsible experience. Strong communicator with ability to relate well to a diverse staff ranging from non-exempt employees to all levels of management. Skilled at developing creative solutions for resolving employee relations issues. Adept at talent acquisition, training, and development of staff. Experienced at assuring compliance with federal, state, local, corporate regulations, and labor relations laws.

Experience**Mahi Pono, LLC – Kahului, HI** **2022 – Current**
Director of Human Resources

Plan, lead, direct, develop, and coordinate the policies, activities, and staff of the Human Resource (HR) department, ensuring legal compliance and implementation of the organization's mission and talent strategy. Administers or oversees the administration of human resource programs including, but not limited to, compensation, benefits, and leave; disciplinary matters; disputes and investigations; performance evaluation and talent management; productivity, employee relations and recognition. Identifies staffing and recruiting needs; develops and executes best practices for hiring and talent management. Monitors and ensures the organization's compliance with federal, state, and local employment laws and regulations, and recommended best practices; reviews and modifies policies and practices to maintain compliance.

Office of the Governor – Wailuku, HI **2015 – 2022**
Governor's Representative Maui

Keeps the Governor's Office informed of the concerns and issues in Maui County through open communication with community leaders, participating in various meetings, events and programs. Participates in community activities and events on behalf of the Governor by speaking at such events to include making presentations to local organizations, as well as traveling throughout the county regularly to keep abreast of local concerns and issues. Meets with officials and representatives of local organizations to support and maintain working relationships with community leaders and offices. Provides staffing support to the Governor and/or First Lady at meetings, conferences and events adhering to protocol standards. Oversees and provides guidance & support to Community Relations Specialist in the Maui Office.

Diamond Resort International – Ka'anapali Beach Club, Lahaina, HI **2014 - 2015**
Human Resources Coordinator

Provided administrative support to the Human Resources Generalist in a vacation ownership operation. Trainer for New Hire Orientation. Administered the Benefits and Leave of Absence process for bargaining and non-union team members. Serves as the resort's Community Outreach representative. Monitored adherence to company policies and procedures and local, state and federal laws.

The Ritz-Carlton, Kapalua, HI **2012 – 2013**
Assistant Director of Human Resources

Directed Human Resources team to carry out daily activities of the department. Responsibilities included recruitment, compensation and benefits, employee relations, training and development, worker's compensation, and labor relations. Executed against objectives outlined in the Human Resources Business Plan and delivered services that met or exceeded the needs of our employees to promote employee engagement and enable business success.

- Created and implemented system that assured performance appraisals were completed in a timely manner.
- Coached Managers on proper progressive discipline process, labor relations issues, and grievance procedures, resulting in greatly reduced number of grievances.
- Facilitated Action Planning process to improve overall leadership excellence and employee engagement.
- Coordinated Hotel's Community Footprints outreach programs, including Read Across America, Career Day, Make-A-Wish Foundation, Visitor Industry Charity Walk, Relay for Life, and Adopt-A-Highway.

Grand Wailea, A Waldorf Astoria Resort, Wailea, HI**2010 – 2012****Assistant Director of Human Resources**

Responsible for the overall management and administration of the Human Resources Department, including recruitment, benefits, training and development, employee relations, labor relations, wage and salary administration, and affirmative action compliance.

- Increased Team Member Survey participation 45% in 2011 compared to 2010 by establishing procedures and subsequent follow up with managers.
- Reduced number of grievances through increased management involvement, training, and awareness.
- Reduced number of open positions from 84 in 2010 to 19 openings by implementing more effective recruiting strategies.

University of Hawaii – Institute for Astronomy, Pukalani, HI**2009 – 2010****Fiscal Assistant (*temporary position*)**

Served as an administrative and fiscal support specialist. Assisted with the setup and maintenance of payroll spreadsheets, grant management accounts, and projects.

Maui Electric Company, Ltd., Kahului, HI**2009****Human Resources; (*temporary position*)**

Acted under the Administrative division to handle broad spectrum of projects for the Human Resources, Safety, and Communications departments. Collaborated in acquisition of talent for bargaining and merit positions, utilizing a wide array of resources, including Internet and newspaper classifieds, and partnering with state workforce development division.

- Oversaw apprenticeship training program and maintained progress reports for all apprentices.
- Produced monthly Safety in Motion training for all MECO employees.
- Co-planned and coordinated 1st Annual Keiki Fishing Tournament, benefiting Maui United Way, held at the Kaanapali Golf Course.

University of Hawaii Maui College, Kahului, HI**2009****Job Developer & Instructor (*temporary position*)**

Oversaw Career & Employment Center on campus to include job development, employment services, community outreach, and staffing.

- Taught Interdisciplinary Studies/Business, an orientation to employment class that taught college students how to search for a job, develop resumes, write cover letters, choose proper professional attire, prepare for interviews, and complete follow-up correspondence.
- Taught career skills to students from the Academy of Hospitality & Tourism programs from Maui High School and Baldwin High School.

Kamehameha Schools Maui, Pukalani, HI**2008 – 2009****Human Resources Administrator; (*temporary position*)**

Assisted office to provide services to 500 employees in the K-12 campus, Community Based Early Childhood Education, Outreach Services, and Extension & Enrichment Division within Maui County. Partnered with operational units and management teams to carry out workforce planning and recruitment strategies. Partnered with client leaders to carry out leadership planning programs to include leadership planning, individual development plans and assessment.

- Developed an automated absence management system for substitute teachers.

Wailea Beach Marriott Resort & Spa, Wailea, HI**2007 – 2008****Human Resources Manager**

Oversaw overall Human Resources office operations to include recruitment, hiring, benefits, compensation, and training. Conducted and participated in annual Human Resources audit of operations. Assured that disciplinary actions against associates were carried out in a fair and consistent manner.

- Effectively implemented new corporate training programs, including In The Beginning Orientation and Living Our Core Values.
- Coordinated and implemented Queen Lili'uokalani Children's Center Internship Program.

Renaissance Wailea Beach Resort, Wailea, HI**2004 – 2007****Human Resources Manager**

Managed overall Human Resources operations and employee relations programs. Coordinated benefits, recruitment, hiring, and compensation programs. Responsible for training and developing associates. Assisted in completing internal investigations resulting from union employee grievances.

- Coordinated community outreach fundraisers for Maui United Way, Visitor Industry Charity Walk, Kapiolani Children's Miracle Network, Maui Food Bank, and Toys for Tots.
- Organized Groundhog Job Shadow Day Program, an outreach program for high school students.
- Coordinated and managed hotel closure procedures in the Human Resources Department. Hotel was subsequently closed for approximately five years.

Education

University of Hawaii at Manoa, Masters in Business Administration, 2003

University of Hawaii at Manoa, Bachelor of Arts in Human Relations in Organizations, 1996

Awards

Manager of the Quarter 2007 – Renaissance Wailea Beach Resort

Manager of the Quarter 2006 – Renaissance Wailea Beach Resort

Community Involvement

Binhi at Ani, Advisory Board Member, 2021 - Current

Society of Human Resources Management Maui, Board Secretary, 2013 - 2015

Community Liaison, Hawaii Senate President Shan Tsutsui, 2005 - 2012

Miss Hawaii Filipina, 1993