

Diego Moreno

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BILINGUAL TRAINER & EMPLOYEE ADVOCATE

Apply the same passion and principles used to design and deliver 5-star customer experiences to enhancing the employee experience.

- * **Worked hand-in-hand with HR leadership to tailor corporate policies** to state and local regulations and consumer preferences for a renowned luxury brand employing 35K+ employees in 29 countries.
- * To **find, hire, empower and retain up to 200 employees across 11 departments** in my division, constantly partnered with Director of HR to define, plan and carry out recruiting, orientation and training efforts.
- * Consistent coaching, accountability and recognition practices helped **skyrocket employee satisfaction rankings from the top 20 to the top 4** (out of 40 US locations) for 3 consecutive years.
- * **Enhanced employee development, communication and awareness by designing and launching initiatives** such as a new training series, cultural retreats, weekly newsletter, monthly "Employee Spotlight" and the "Buddy Program" pairing international temporary visa employees with more experienced local counterparts.
- * **Bridged cultural divides within and across business functions by using bilingual skills** to ease recruiting efforts, speed up employee acclimation and increase team engagement. Communicated policy changes, translated training and delivered weekly 15-minute address in valued employees' native language (Spanish).
- * Throughout my 10+ years of steady promotions and appointments on elite teams tasked with onboarding, motivating and training employees during new site openings and major rebranding efforts, **positively impacted profitability and morale at 8 distinct company locations.**

designed & delivered **TRAINING** on...

Onboarding • Forecasting & Budgeting Fundamentals
Embracing Diversity • Mentorship Program Essentials
Establishing Goals & Measurable Outcomes
Processing Payroll • Understanding P&L
Enhancing the Customer Experience
Sales Strategies • Upselling Techniques
Strategic Interviewing • Staff Appreciation
Leadership Development Plan Implementation
Visa Program Highlights • Integrating J-1 Employees
Problem Resolution • Strengthening Team Confidence

championed **EMPLOYEE ENGAGEMENT & RECOGNITION** through...

Celebrations to Honor Diversity & Promote Wellness
Regular Team Meetings • Weekly Newsletter
Quarterly Employee Acclaim • Annual Gala
Yearly Strategy & Team Building Retreats
New Product Launch Employee Gatherings
Intern & Seasonal Staff Cultural Integration Events

advanced **RECRUITING** efforts by contributing to...

Annual Staffing Needs Assessment & Planning
Recruiting Events • Recruiting Firm Partnerships
Clearly Defined Employee Expectations
Job Descriptions that Attract Top Talent
Interview Questions that Gauge Key Skills & Traits

used **HRIS** to add, access & update...

Job Postings • Job Application Materials
Salary & Hourly Wage Change Data • Pay Stubs
60-Day, Quarterly & Annual Performance Reviews
Transfer & Promotion Materials • PTO Data • W2s
Corporate-Mandated Online Training Records
Employee Disciplinary Action Documentation

shaped **EMPLOYEE DEVELOPMENT** & influenced **POLICY** by applying education in...

Interviewing • Candidate Screening • Salary Negotiations • Job Performance Assessment & Evaluation • Team Building
Employee Relations • Staff Satisfaction & Retention • Finance Fundamentals for Leaders • Change Management
Information Security & Protection • OSHA Supervisor Safety Compliance • Facilitating Engaging Meetings
Sexual Harassment Awareness & Prevention • Policy Development • Conflict Resolution
Complaint Investigations • Disciplinary Action • Flawless Communication

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PROFESSIONAL SUMMARY

Bilingual Training Design & Delivery ▪ Recruiting ▪ Team Empowerment

Driven to draw on world-class training received and implemented at a company renowned for its training and performance excellence to help you identify, secure and develop your greatest asset: your employees.

PROFESSIONAL EXPERIENCE

JW MARRIOTT ▪ Multiple US Locations

Forbes touted JWM as "...the only [US] service company that has won the Malcolm Baldrige National Quality Award twice and *Training Magazine* has called it the best company in the nation for employee training."

Director (F&B) ▪ Santa Fe, NM ▪ June 2012 to Dec 2015

Though recruited for the director role, spent 9 months transitioning from manager to assistant director before proudly taking over leadership of a management team of 7 and an annual budget of \$12M+ for 2 years.

- To find, hire, empower and retain up to 200 employees across 11 departments, constantly partnered with the Director of HR to define, plan and carry out recruiting, orientation and training efforts.
 - Worked hand-in-hand with HR leadership to tailor corporate policies to state and local regulations and consumer preferences and helped out across departments by communicating policy changes, training and delivering weekly address to our valued Spanish speakers in their native language.
 - Bilingual skills were a huge asset in bridging cultural divides within and across business functions, easing recruiting efforts, speeding up employee acclimation and increasing engagement.
- Enhanced employee development, communication and awareness by designing and launching a leadership development program, a new training series, cultural retreats, a weekly newsletter, a monthly "Employee Spotlight" and the "Buddy Program" pairing visa employees with more experienced local counterparts.
 - Initiatives and programs contributed to a jump in employee satisfaction rankings from the top 20 to the top 4 (out of 40+ US sites) for 3 consecutive years.
- Empowered employees by designing and delivering training on strategic interviewing, sales strategies, establishing goals and measurable outcomes, problem resolution, embracing diversity, visa program essentials, forecasting and budgeting fundamentals, processing payroll and understanding P&L.
- Frequently accessed the HRIS to add and update job postings, job application materials, PTO and wage change data, disciplinary action documentation and 60-day, quarterly and annual performance reviews.

JW MARRIOTT

Assistant Director (F&B) ▪ San Diego, CA ▪ May 2010 to April 2011

With the help of fantastic support personnel and an exceptional management team, turned around this location's greatest impediment: its staff.

- To improve the site's labor culture and reverse a prevailing attitude of resistance to delivering 5-star service, led training and championed consistent messaging to 135 employees across 7 departments.
 - Went back to basics to train teams to deliver stellar service, clearly defined expectations, implemented accountability measures and followed up with disciplinary action and terminations, as needed.
 - Planned and carried out more effective recruiting activities by creating job descriptions that attracted better-fit talent and tailored interview questions to gauge not just skills, but desired personality traits.
- Increased per-customer revenue and division profit through innovative incentive programs.

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JW MARRIOTT

Director (Restaurants) ▪ San Francisco, CA ▪ April 2008 to May 2010

Promoted and transferred to one of the company's premier US locations to help foster a culture of change as the staff of 130+ experienced its 1st major shift in leadership in 25 years.

- Revised business model in the face of the economic downturn – redefining ways to deliver luxury without the cost – to maintain top scores for revenue generation, profitability and employee satisfaction.
 - Set policies and procedures to increase productivity and strategies for managing controllables and developing staff, allowing us to retain our critical revenue source: our top customers.
- Directed a management team of 6 — including 2 assistant managers, 1 supervisor and 3 trainers — to aid in analyzing staff performance to make smart decisions.
 - Took the time to nurture trust and loyalty to maintain top staff while carrying out necessary layoffs.
- Aided in recruiting, training and onboarding staff for the 2009 opening of a Texas location that recently received the World's Best Award for #1 Hotel in Texas, #10 Hotel in the Continental US and Top 100 Hotels Overall in 2012 by *Travel & Leisure*.

JW MARRIOTT

Dishwasher to Manager ▪ Chicago, IL ▪ September 2001 to April 2008

Starting out as a dishwasher, continuously proved value and team dedication while progressing through roles as busboy, server, bartender and finally manager of the location's key revenue generators.

- As manager, developed a passion for coordinating and leading components of department training.
 - In addition to overseeing training for a staff of 35+, guided and mentored 2 managers in training, one of whom is now an assistant F&B director and another who has advanced all the way to GM.
- While contributing to efforts to keep the onsite workforce union-free, introduced changes that increased profit margins and revenues in a highly competitive downtown market.
 - Changes helped boost capture count for the most lucrative meal by a nearly unheard of 10%.
- Selected to travel onsite to serve on 3 elite task forces, motivating and training employees for new site openings and major events and positively impacting morale while managing change.
 - Helped prepare and guide staff to deliver exceptional service to the owners of 70+ worldwide JWM locations at the annual Global Ownership Conference in Miami in 2006.
 - Spent 6+ months promoting solidarity during a major change in leadership at a unionized NY location and assisted with staff training to support the launch of the JWM's new Westchester location in 2008.
- Recognized as the 5-Star Employee of the Year (out of 300+) in 2002, Leader of the Quarter Q2 2006 and Q4 2007, as well as Manager Award Nominee in 2007.

TECHNOLOGY

Microsoft Word ▪ Excel ▪ PowerPoint ▪ Outlook ▪ ATLAS ▪ MICROS (Oracle) POS Solution
ADP TimeSaver Payroll Software ▪ MyHR Human Resources Information Management Solution (HRIS)