

JOHN L. GRANT, SPHR

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HUMAN RESOURCES EXECUTIVE

Partnering with business leaders to deliver formidable results in start-up, turnaround and high-growth environments.

Expert in all facets of core HR deliverables—benefits, compensation, recruitment, performance management, training and development, labor relations, safety, employee relations (ER), organizational development (OD), change management, and HR Information Systems (HRIS). Well-established ability to assess organizational needs and develop training that enhances employee value at all levels. Recognized as passionate and effective developer of leadership talent across all functional areas.

**Change Management | Employee Engagement | Labor Relations | M&A Due Diligence & Integration
Performance Management | Leadership Development | Training & Mentoring**

Selected HR and Business Achievements

- **M&A Expertise.** Directed HR due diligence and integration for multiple acquisitions in the Asia Pacific region. Evaluated workforces, hired management teams, and created staffing models and training programs.
- **Employee Retention and Cost Control.** Avoided mass layoffs, management job eliminations, and potentially significant recruiting and retraining costs post-9/11 by developing a unique plan of short-term, rotating layoffs. Subsequently, introduced programs that increased retention by +50% and cut staffing costs by 21%.
- **Labor Relations.** Saved \$2M annually by pre-empting union organizing attempt with a strong pro-company campaign to educate employees.
- **Hands-on Business Management.** Selected by executive leadership to cross-train in business role as #2 executive to General Manager of premiere, world-class operation.

Available to relocate anywhere within US.

PROFESSIONAL EXPERIENCE

MARRIOTT INTERNATIONAL

1984–2008

Assistant to General Manager

Collaborated with General Manager to manage business operations of prestigious resort property. Strong focus on competitive positioning by ensuring a distinctive native Hawaiian cultural experience for guests.

Hilton Kilani Resort & Spa, Kilani, HI, 2002–2008

4-diamond property; 387 rooms & 700+ employees.

Business Growth & Profitability

- Closed 2008 more than \$4M EBITDA—the highest level ever generated.
- Dramatically increased market share from 75% to 98%.
- Drove up occupancy from 67% to 88% while increasing guest satisfaction to a consistent 99%.

Operational Excellence

- Enhanced the customer experience by establishing “At Your Service”, an initiative that instilled Hilton standards in the hearts and minds of room service and telephone operators.
- Created partnership following the acquisition/rebranding/integration of a Marriott resort into the Hilton family by designing and facilitating a 2-day, large-scale “Welcome to Marriott” event for more than 150 associates.
- Honored with “Movers and Shakers” award for operations excellence, Asia Pacific region.

Director of Human Resources, 1993–2002

Promoted repeatedly through progressively larger and more complex hotel properties. Special emphasis on M&A/change management, labor relations, and embedding cultural distinctiveness in hotel properties through employee training and special programs.

Loki Beach Hilton Resort & Spa, Honolulu, Hawaii, 2000–2002

Union facility; 1,310 rooms & 800+staff.

- Conceived and **launched innovative strategies to retain workforce** throughout 9/11 turbulence, including short-term rotating layoffs and short work weeks. Increased retention by +50% and cut staffing costs by 21% once business normalized.
- Led evaluation and implementation of **upgraded HRIS technology**.
- Created memorable guest experience by orchestrating authentic Hawaiian activities and educating staff to share significant native cultural history.
- Hosted New York City 9/11 firemen and their families—honoring group with a specially-created “Sharing of Aloha” cultural program.

Hilo Hilton Resort & Beach Club, Hilo, Hawaii, 1995–2000

345 rooms, plus 232 timeshare villas & 450 staff.

- **Opened hotel and timeshare villas**, including recruitment, selection and orientation for 300 associates. Met challenge of dual-brand hiring of traditional hotel employees and entrepreneurial timeshare staff.
- **Saved \$2M annually by avoiding union organizing attempt**. Countered with a strong pro-Marriott campaign to educate employees and managed press relations in a highly-charged environment.
- **Led HR due diligence/integration for 3 acquisitions** in Guam and Hawaii. Assessed workforces, hired managers, and created staffing models and training programs. Managed pending lawsuits and grievances.
- **Cut employee staffing costs by 18% annually**.
- Achieved significant safety improvements through training and incentive programs that reduced employee accidents and days out of work.

Prior HR Director Assignments:

LaGuardia Airport Hilton, Queens, NY (1994–1995) with 438 rooms & 300 staff.

Fort Lee Hilton, Fort Lee, NJ (1993–1994) with 289 rooms & 180 staff.

Assistant Director of Human Resources, 1991–1993

New York Hilton Center, New York City, NY

1,944 rooms & 1,700 employees.

- **Established management presence in Japan** by creating a Management Exchange Program between the Tokyo New Ariana Hotel and the New York Hilton Center. Expanded business partnership and mutual market knowledge.
- Recognized as a **top career development coach and mentor**. Certified to facilitate core management training classes—and delivered to 500+ managers over tenure.
- Promoted from Employment Manager (1990) and Benefits Specialist (1989).

EDUCATION

BS in Hotel Administration, University of Rhode Island, Providence, RI, 1983

Senior Professional in Human Resources (SPHR) Certification

Executive Education Program, Aspen Institute, Washington DC

PROFESSIONAL AFFILIATIONS

Society of Human Resource Management