

# DONALD GRANT

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## SENIOR HUMAN RESOURCES PROFESSIONAL

*Developing effective leaders, from strategy and selection to training and culture*

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Dynamic executive with a distinctive career in human resource management experienced in recruitment and retention, conflict resolution, change management, labor relations, and benefits administration. Skilled negotiator with proven ability to work in union, non-union, and cross-cultural environments. Accomplished public speaker with excellent interpersonal skills; developed internal training programs that resulted in increased productivity and office innovation. An able problem solver who works well under pressure, enjoys new challenges, is a team player, and is dedicated to the profession.

### ***Expertise in:***

- Operations Management
- Compensation/Benefits Design
- Training & Development
- Labor Relations
- Safety Practices
- HRIS Technologies

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## PROFESSIONAL EXPERIENCE

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### **HILTON INTERNATIONAL**

**1984 – Present**

Promoted rapidly through a series of increasingly responsible Human Resource and Operations Management positions. Directed and managed all aspects of organizational development, employee recruitment and retention, and leadership development. Designed and facilitated numerous training programs for staff in core management skills, safe workplace practices, and for the promotion of cultural awareness in managers and residents. Trained more than 500 managers since 1999.

#### **Resident Manager** (Kilani, Hawaii, 2003 – Present)

As right hand to General Manager, responsible for all aspects of human resource functions for 700+ employees and successful operation of 4-diamond property.

- Increased market share from 75% to 98%; elevated occupancy from 67% to 88%; raised guest satisfaction consistently to an average of 99%; and boosted corporate sales to the highest on record at the property.
- Achieved EBITDA of more than \$4M by year-end 2008 (best the property ever generated).
- Received 2006 Recipient of the “*Movers and Shakers*” Award for operations excellence, Asia Pacific Australia Region.
- Developed and facilitated two-day “*Welcome to Hilton*” training program for more than 100 associates.
- Established new “*At Your Service*” department to meet and maintain Hilton standards.

#### **Director of Human Resources** (Honolulu, Hawaii, 2001 – 2003)

Managed day-to-day operations of union hotel. Directed all activities relating to human resources including staff supervision (800+ employees), recruitment, benefits, training, and employee and customer relations.

- Successfully retained workforce as occupancy dropped during 9/11 by instituting unique strategies such as short-term rotating layoffs and shortened work weeks to manage staff through turbulent time.

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**Hilton International**

**Director of Human Resources** (Honolulu, Hawaii), *Continued*

- Following property stabilization, introduced new programs that increased retention 50% and reduced staffing costs 21%.
- Created and implemented “*Sharing of Aloha*” program to honor New York City 911 firemen.
- Facilitated implementation of upgraded HRIS technology.

**Director of Human Resources** (Hilo, Hawaii, 1996 – 2001)

Reported to General Manager of Hilton International (resort) and to Project Manager of Hilton Vacation Club (timeshare beach club). Directed all human resource functions for both organizations.

- Accomplished facilitator and trainer for Hilton core management training classes. Built reputation as effective career development coach and mentor and trained more than 500 staff in Hilton’s core management classes.
- Reduced absenteeism and employee accidents by improving safety practices and providing training and incentive programs for employees to work safer and smarter.
- Avoided unionization, resulting in \$2 million annual savings in additional employee costs. Cut back employee staffing costs by 18%.

**Director of Human Resources** (Queens, New York, 1995 – 1996)

**Director of Human Resources** (Fort Lee, New Jersey, 1994 – 1995)

**Assistant Director of Human Resources** (New York, New York, 1992 – 1994)

Directed HR generalist affairs including recruitment, staffing, training/development, compensation, benefits, employee relations, succession planning, and HR strategy.

- Increased overall employee satisfaction by 8% through expanded participation in the Associate Opinion Survey.
- Created Management Exchange Program between Tokyo New Arani Hotel and the New York Hilton Center for the purposes of developing market strategy and awareness.

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**EDUCATION, CERTIFICATIONS & MEMBERSHIP**

**B.S., Hotel Administration**, School of Business & Economics  
**UNIVERSITY OF RHODE ISLAND**, Providence, Rhode Island

**Graduate, Executive Education Program**  
**ASPEN INSTITUTE**

**Certified Senior Professional in Human Resources (SPHR)**  
**Certified Hilton Hotel Facilitator and Trainer in Management Fundamentals, Change Management and Presentation Skills**

**Society of Human Resources (SHRM)**, National Member