

PROFILE

- Multifunctional human resources, training and communications professional. Skilled to confidently deliver mission-minded solutions to cross-culturally dynamic and complex academic business, talent management and development settings.

PROFESSIONAL EXPERIENCE

THE ARNDT GROUP - San Francisco CA www.thearndtgroup.com 2008 - present
HUMAN RESOURCES AND TALENT DEVELOPMENT CONSULTANT 2004 - 2005

- Trained international business owners and managers on how to build strong functional organizations through human resource functions, such as ideal recruitment, performance management and goals setting.
- Developed and present professional development programs for all levels of staff.
- Developed strong customer relations; and through extensive industry research, focused networking, and targeted sales calls, able to consistently generate viable business leads.

INTERCONTINENTAL HOTELS GROUP - San Francisco, CA 2005 - 2008
DIRECTOR OF TRAINING & DEVELOPMENT
HUMAN RESOURCES GENERALIST

- New Hire Orientation, Employee relations, Recruiting, Worker's Compensation, HRIS management, Compensation, Vacation/LOA, and training record management.
- Led Performance Management Learning initiatives and appraisal help desk.
- Developed, designed, and delivered training courses for 300 employees across 5 divisions. Topics: Guest service, business systems, health & safety, management & leadership training.
- Authored, edited, and delivered extensive collections of custom-designed instructional materials, handbooks, reports, curricula and other business support materials.
- Spearheaded corporate brand engagement programs - achieved near 100% completion within specified time frames.

CENTER FOR EDUCATIONAL EXCHANGE WITH VIETNAM – Hanoi, Vietnam 2001
CONTRACT SCHOLARSHIP PROJECT MANAGER

- Led implementation of Ford Foundation International Fellowships Program to increase Higher Education opportunity and human capacity development in Vietnam.
- Recruited, trained and managed daily activities of local program staff.
- Liaised with foreign government officials, and educational institutions to increase program awareness and facilitate the timely delivery of established program goals and related project components.
- Developed ESL courses and other support programming to support project initiatives.

KSL CLAREMONT RESORT HOTEL - Berkeley, CA 2000 - 2004
TRAINING MANAGER

- Analyzed business functions and training (650 employees) to match corporate standards, goals and employee diversity. Served as staff development advisor to leadership.
- Increased training attendance 60%, doubled classes with a 93% overall approval rating at a cost-savings.
- Aligned talent management and development systems to organizational goals.
- Drove Catering sales to \$200,000 over goal through strong customer relations.

INSTITUTE OF INTERNATIONAL EDUCATION 1997 - 1999
SENIOR PROGRAM OFFICER, FULBRIGHT STUDENT PROGRAM-ASIA/PACIFIC

- Collaborated with Asia region and U.S.-side program offices and governments on grant administration.
- Ensured program quality, organization accountability, and seamless inter-agency relations. Supervised staff responsible for applications, selection and academic matching.
- Managed U.S. budget of \$1.8M aiding nearly 200 students and researchers from 22 Asian countries.
- Created 5 new programs in alliance with overseas Fulbright offices, US State Dept. and partners in Hong Kong, India, China, Malaysia, Israel and Japan.

SCHOOL FOR INTERNATIONAL TRAINING Brattleboro, VT

1992 - 1995

DIRECTOR OF ADMISSIONS**RESIDENT ACADEMIC DIRECTOR**

- Directed Admissions Office responsible for evaluation and placement of students into 4 degree granting programs and 55 College Semester Abroad programs in 41 countries.
- Developed and implemented program marketing objectives and institutional strategic plans to increase enrollments. Increased inquiry to enrollment conversion numbers by 2.5 % from FY'94 to FY'95.
- Governed financial aid award committees, program policy review boards and administered division budgets.
- Served on governance committees and the President's councils addressing organizational level policy.
- Directed field academic departments, administered program budgets, and taught cross-cultural studies.
- Maintained steady enrollment numbers through introduction of innovative program changes.

US-UK EDUCATIONAL COMMISSION London

1990 - 1991

HIGHER EDUCATION ADVISOR

- Educational counseling, advising services, research, marketing and outreach to multinational students
- Advised students on undergraduate, graduate and professional level study in the United States.
- Cooperated with senior commission leadership to produce a study to assess the impacts of the US and UK Fulbright programs and their affects on student participants. Study suggested changes in policy for the US and UK programs offices.
- Administered advising strategies and counseling approaches for new staff and student interns on effective.

ADDITIONAL EXPERIENCE

- Faculty, **Leadership and Supervisory Studies**, City College of San Francisco–Local 39 Campus, International Union of Operating Engineers.
- Published in conference papers and professional journals (Association of Experiential Education, IIE Network Magazine)
- Proficient in Taleo Recruiting Software & HRIS software applications

EDUCATION:**M.Ed. Master of Education**

Brunel University of West London, UK

B.A. Bachelor of Arts, Industrial Arts

San Francisco State University, San Francisco, CA

*Professional Development Certification & Courses:***Columbia University**

Organizational Development, Learning Organization Studies, Education and Economic Development

UC Berkeley

Educational Finance

Dale Carnegie

Increasing Performance in the Workplace

Coaching Sales People for Success

SHRM/NCHRA Training Center

SPHR Professional Human Resources Certification Course

InterContinental Hotels Group

Corporate Group Training and Leadership Development

American Heart Association

CPR Trainer Certification

AFFILIATIONS

- **ASTD** (American Society of Training and Development); **SHRM** (Society of Human Resource Management)
- **NAFSA** (Association of International Educators)
- **World Affairs Council**, San Francisco