



JULIAN LUGO, SPHR

PEOPLE DEVELOPMENT

WORKFORCE MANAGEMENT

ORGANIZATIONAL CHANGE

jugospshr@hawaii.rr.com

jugospshr  808.555.5555

89291 Delmar Ave

Honolulu, HI 99861

Senior Human Resources Executive

Accomplished HR executive with expertise in leadership training, strategic alignment, and change management. Master of workforce integration of domestic and overseas acquired properties. Innovator in driving HR solutions to achieve operational efficiency and profitability. Senior Professional in Human Resources (SPHR).

EXECUTIVE PERFORMANCE

Hilton Hotel Corporation

Fast-track promotion through progressive HR leadership roles with world-class hospitality chain.

Hired, trained, and developed hundreds of managers. Preserved workforce during the global financial crisis of 2008. Campaigned for non-union environment, saving millions of dollars. Handpicked by VP for organizational integration of acquisitions.

HILTON KILANI RESORT & SPA Kilani, HI

RESIDENT MANAGER | SENIOR HR EXECUTIVE 2012–2018

Brought on board as #2 to General Manager; instrumental in producing \$4M+ of EBIDTA in 2017, the highest ever generated in property's history. Responsible for HR strategic planning, employee development and leadership, employee relations, and organizational development. Recipient of "Movers and Shakers" award for operational excellence in 2015.

- **Increased market share from 75% to 98% after property's acquisition and rebranding.** Produced 2 large corporate events introducing Hilton's image to guests and devised strategies to assimilate new workforce into Hilton's corporate culture.
- **Expanded occupancy by 21% and customer satisfaction to 99%** by creating "At Your Service" department to streamline room service and telephone operator processes.

LOKI BEACH HILTON RESORT & SPA Honolulu, HI

DIRECTOR OF HUMAN RESOURCES 2007–2012

Preserved 800+ unionized workforce during the global financial crisis of 2008 and prepared for subsequent surge in growth of clientele during recovery.

Spearheaded strategic initiatives in 2 phases:

Preserved workforce during the global financial crisis of 2008.

Instrumental in producing \$4M+ of EBIDTA

Increased market share from 75% to 98%

Expanded occupancy by 21% and customer satisfaction to 99%

PHASE I (global crisis): Offset dramatic drop of customers:

- Developed and executed innovative wage cost controls, short workweeks, and short-term rotating layoffs to maintain workforce readiness for economic recovery.
- Trained managers in Change Management to deal with rapidly changing conditions.

PHASE II (recovery): Managed rapid growth in clientele:

- Instituted new programs to improve employee retention—achieved 50%+ increase.
- Cut staffing costs 21% by introducing new staffing models.
- Improved management of employee information by upgrading HRIS technology.

HILO HILTON RESORT & BEACH CLUB Lihue, Hilo, HI
DIRECTOR OF HUMAN RESOURCES 2005–2007

Merged HR operations of 2 separately branded resorts: 345-room hotel and 232 timeshare villas. Realigned organizational strategies with performance requirements and redeployed human resources to meet organizational goals. Empowered 450 young staff through participatory management.

- **Directed conversions of 3 acquisitions in Guam and Hawaii** at special request of Asia Pacific VP. Drove manpower planning, management recruitment, and model creation for re-staffing and re-training. Provided face-to-face contact to resolve employee grievance proceedings, liabilities, and pending lawsuits.
- **Saved \$2M+ by defeating unionization attempts.** Campaigned for non-union environment and convinced employees that union membership is unnecessary. Effectively responded to unfavorable press campaigns.
- **Cut staffing cost by 18% per year** by reducing number of work-related accidents and lowering lost work time. Developed policies and implemented incentive programs for employees to work smarter and safer; achieved healthy and safe work environment.

LAGUARDIA AIRPORT p **HILTON FORT LEE HILTON** Queens, NY; Fort Lee, NJ
DIRECTOR OF HUMAN RESOURCES 2003–2005

Improved employee satisfaction 8% in first year.

NEW YORK HILTON CENTER New York, NY 1999–2003
ASSISTANT DIRECTOR OF HR, EMPLOYMENT MANAGER, BENEFITS SPECIALIST

Created and coordinated Management Exchange Program between Tokyo New Ariana Hotel and NY Hilton Center to initiate Hilton's entry into Japanese market.

EDUCATION ● CERTIFICATIONS ● AFFILIATIONS

BACHELOR OF SCIENCE (BS) University of Rhode Island

EXECUTIVE EDUCATION PROGRAM Aspen Institute

- Senior Professional in Human Resources (SPHR)
- Certified Hilton Core Management Training Program Facilitator

National Member of Society of Human Resources

Increased employee retention 50%; Cut staffing cost 21%

Saved \$2M+ by preserving non-union environment

Reduced number of work-related accidents; cut staffing cost 18%

Initiated Hilton's entry into Japanese market.

Improved employee satisfaction 8% in first year.