

TROY PASION-CAIANI

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EMPLOYMENT HISTORY

Integral Talent Systems Inc.

May 2013 – Present

Mountain View, CA

Human Resources Business Consultant

Special Achievements

- ◆ Designed and facilitated transition to management leadership training for engineers in a tech start-up
- ◆ Assisted in the recruitment strategy of employment branding for a healthcare provider to leverage their increased engagement scores in order to attract top talent
- ◆ Produce executive summaries and recommendations based on assessment data
- ◆ Created and presented talent management training videos and webinars

Coterie Cellars

Sept 12 – July 14

Willow Glen, CA

Winery Representative

- ◆ Regional Sales Rep / Winemaker Assistant / Wine Educator
- ◆ Provided support in all areas of wine making, tasting events, and sales

Francis Ford Coppola Winery

July 10 – Aug 12

Geyserville, CA

Tour & Tasting Associate

Special Achievements

- ◆ Most versatile player award
- ◆ Top sales associate
- ◆ Up-selling presentation
- ◆ Served, educated, and sold wine to customers
- ◆ Achieved incentive targets ie. Wine family sign-ups & financial goals
- ◆ Conducted wine tours and private tastings

Courtyard Marriott

Jan 08 – Aug 10

Santa Rosa, CA

Front Office Supervisor

Special Achievements

- ◆ Multiple guest comment cards referencing my exceptional service by name
- ◆ Provided front desk and concierge services as per Marriott standard operating procedures
- ◆ Coordinated with department heads to organize hotel activities and functions
- ◆ Responded to complaints and inquiries pertaining to hotel policies and services
- ◆ Updated guest folios with personal preferences and post charges
- ◆ Kept records of room availability and guests' accounts
- ◆ Operated hotel computer system (FOSSE)
- ◆ Computed multiple financial transactions
- ◆ Made, confirmed, and canceled reservations
- ◆ Organize deposits of guests' valuables in hotel safe deposit box

Employment Agency - Waverley Action for Youth Services (WAYS) Aug 2003 – Dec 2007
Sydney, Australia

Senior Recruiter / Operations Manager

Special Achievements

- ◆ My team and I, successfully placed 300 plus young people into employment, education, training, accommodation and health services in 2006-2007 financial year
- ◆ My team and I, financially sustained the business for 4 years
- ◆ Organized & coordinated a larger WAYS Maroubra office in a more strategic location
- ◆ Analyzed budgetary allocation for departmental needs
- ◆ Analyzed quality control of case load files via regular audit
- ◆ Supervised and supported five case managers with caseloads of 100-200 clients
- ◆ Networked with relevant government, employers, schools, and community stakeholders
- ◆ Facilitated training courses, job seminars, and implemented and monitored staff rosters

Marriott International March 01 – June 03
Sydney, Australia

Front Desk Guest Services / Night Auditor / Food & Beverage Team Leader

Special Achievements

- ◆ Multiple Marriott hotel 'Spirit to Serve' award nominations
- ◆ Provided friendly, prompt service and assist guests with their agendas
- ◆ Registered guests in accordance with Marriott standards and update guest folios
- ◆ Performed hotel night audit
- ◆ Operated hotel computer system Fidelio and Microsoft Excel
- ◆ Supervised six F&B outlets including banquets, room service and lounge bars
- ◆ Handled complaints promptly and diplomatically
- ◆ Managed payroll costs based on business forecast
- ◆ Micros computer system operation: financial transactions and shift reconciliation

EDUCATION

San Jose State University 2012–2014
◆ **MS Industrial / Organizational Psychology**

Sonoma State University 2009–2011
◆ **BA Cum Laude with distinction**

- ◆ Psychology/Criminology

TRAINING & SKILLS

- ◆ ABC Training, T.I.P.S. Certified, and Responsible Service of Alcohol Certified
- ◆ Marriott Spirit to Serve & Complaints Training
- ◆ Managing Aggressive & Violent Behavior Certificate
- ◆ FOSSE, Fidelio, & Micros
- ◆ Microsoft Office, & IBM SPSS

ADDITIONAL ACHIEVEMENTS

- ◆ Thesis publication: Examination of Employee Alignment as a Predictor of Work Engagement, 2015
- ◆ McLean & Company Award: Talent Management Visionary in the HR Hall of Fame, 2014
- ◆ CELU pre-conference workshop: New Hire Acquisition and On-Boarding Efforts, 2013
- ◆ Western Psychological Association Conference research presentation, 2012

References available upon request