

TROY PASION-CAIANI

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EMPLOYMENT HISTORY

Integral Talent Systems Inc.
Mountain View, CA

May 2013 – Present

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
Willow Glen, CA

Sept 12 – July 14

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
Geyserville, CA

July 10 – Aug 12

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
Santa Rosa, CA

Jan 08 – Aug 10

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
Sydney, Australia

March 01 – June 03

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