

## ABOUT ME:

A dynamic, accomplished, and results-oriented executive leader, I am known for establishing the highest quality standards across all aspects of operations. My success is driven by building strong relationships with Master HOA Board members, Unit Owners, Tenants, Developers and diversified Team Members which has directly contributed to significant financial achievements. An out-of-the-box thinker, I am recognized for delivering timely results that consistently exceed expectations.

With over 30 years of global hospitality experience, I have represented premier luxury brands, including Mandarin Oriental, One & Only, Fairmont Raffles Hotels, MGM Resorts, Alila, and Discovery Land Company.

## SKILLS:

+ Global Leadership      + Brand Catalyst  
+ Detail-Oriented        + Passion for Quality  
+ Talent Development    + Accomplished Trainer  
+ Crisis Management     + Change Agent

## CREDENTIALS:

+ Partnered with Forbes Travel Guide  
+ Diversity Champion Workshop  
+ Freeman “Job Standards Master Train the Trainer” Certification  
+ Recruiting, Selecting, and Retaining Employees Certification  
+ Targeted Selection Administrator, DDI  
+ Instructor Certification “Interaction Management System”, DDI

## LANGUAGES SPOKEN:

+ English                      + Spanish  
+ German

## GLOBAL CITIZEN:

+ USA                            + Hong Kong  
+ Europe                        + Mexico  
+ Dominican Republic

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2022 – 2025      **Discovery Land Corporation**  
*Vice President Residential Services*  
Playa Grande Golf & Ocean Club, Dominican Republic

2018 – 2022      **Mandarin Oriental Hotel Group**  
*Director of Residences*  
The Residences at Mandarin Oriental, New York, NY

2015 – 2017      **Alila**  
*General Manager*  
Ventana Big Sur - Big Sur, CA

2011 – 2015      **Fairmont Hotels & Resorts**  
*General Manager*  
Fairmont Pierre Marques - Acapulco, Mexico

2009 – 2011      **MGM Resorts**  
*Director of Human Resources*  
Vdara Hotel, Spa & Residences, Las Vegas, NV

2007 – 2009      **LightGroup**  
*VP of Human Resources - The Light Group, Las Vegas, NV*  
*Director of Rooms - The Harmon Hotel, Las Vegas, NV*

2001 – 2007      **Fairmont Hotels & Resorts**  
*Director of Housekeeping*  
The Fairmont Sonoma Mission Inn, Spa & Sonoma Golf Club

1998 – 2000      **One & Only Resorts**  
*Corporate Rooms Manager / Human Resources*  
Consultant Corporate Office, One & Only Resorts (Indian Ocean)

1987 – 1998      **Mandarin Oriental Hotel Group**  
*Group Director of Human Resources, Corporate Office*  
*Director of Human Resources, Mandarin Oriental, Hong Kong*  
*Training Manager, Mandarin Oriental, Hong Kong*  
*Executive Services Manager, Excelsior, Hong Kong*  
*Hotel Assistant Manager, Mandarin Oriental, San Francisco*  
*Asst. Executive Housekeeper, Mandarin Oriental, San Francisco*

# IN THE DETAILS

## *Vice President of Residential Services*

**Playa Grande Golf & Ocean Club**, a Discovery Land Community, DR

Jul 2022 – Jan 2025

### PROPERTY MANAGEMENT / REGULATORY COMPLIANCE / QUALITY ASSURANCE

- **Property Oversight:** Managed a diverse portfolio of ultra-luxury 37 multifamily condominiums and villas, delivering specialized services tailored to high-end properties. Focused on exceptional service and meticulous attention to detail to maintain the highest standards of quality.
- **Residential Services Operations:** Conceptualized, developed, and managed operations, maintenance, and logistics teams to comply with Residential Services agreements, ensuring unit owners' homes were properly maintained. This allowed owners to enjoy a hassle-free experience and protected their real estate investments.
- **Owner/Renter Relations:** Personally managed owner and renter relationships, optimizing rental revenues during peak seasons and on-demand dates. Maximized profitability for Playa Grande Holdings through effective management of rental programs.
- **Homeowner's Association (HOA) Management:** Successfully developed and managed the Homeowner's Association for villas and the Sub Homeowner's Association for condominiums, ensuring compliance, timely collection of dues, and adherence to By-Laws.
- **Property Management Strategies:** Developed and implemented comprehensive property management strategies, including marketing, budgeting, and revenue generation for the Homeowners Association and Residential Services Division, which contributed a multi-million dollar revenue stream.
- **Vendor and Service Management:** Oversaw third-party vendors, ensuring that services were performed with the highest standards and that unit owners' homes were protected during services and returned in pristine condition upon completion.
- **Due Diligence & Quality Assurance:** Collaborated with the Development team to perform thorough inspections and ensure proper handover of unit owners' homes between construction and operations. Ensured that quality assurance standards were met during the transition.
- **Personalized Services Program:** Curated and implemented enhanced, personalized A La Carte services for unit owners and tenants to elevate their experience and create long-lasting memories throughout their stay.
- **Owner Preferences Cataloging:** Developed a system to catalog owners' unit setups, preferences, and inventory of Operating Supplies & Equipment (OSE) and Furniture, Fixtures & Equipment (FFE), ensuring that their personalized needs were met.

### OPENING / RECRUITMENT / TRAINING

- **Division Development:** Led the development and execution of Playa Grande's Residential Services Division, from critical path planning to the implementation of day-to-day operations.
- **Recruitment Process:** Designed customized interview guides for Residential Services leadership and line employees, ensuring the hiring of top-tier talent.
- **Train-the-Trainer Program:** Conducted "Train the Trainer" programs to empower Residential Services Leadership with the skills necessary for targeted selection and recruitment.
- **Job Descriptions & Training:** Developed comprehensive job descriptions and task lists for all Residential Services positions. Led training programs to ensure team members understood their roles and responsibilities.
- **Performance Management & Coaching:** Managed performance management programs, focusing on coaching and development to maximize team productivity, efficiency, and sustainability.
- **Problem Resolution Leadership:** Led regular problem resolution meetings to strategize solutions for meeting member expectations and improving service delivery.

### RESERVATIONS

- **Reservation Process Conceptualization:** Developed the reservation process for all residences, utilizing the Jonas software hotel management system.
- **Documentation & Billing:** Created templates for reservation quotes, rental agreements, confirmations, and cancellation forms. Developed the billing process in collaboration with Member Services and Finance to ensure smooth member billing procedures.
- **Revenue Management:** Developed and managed the rental program and revenue management strategies to maximize the club's revenue potential.

### QUALITY ASSURANCE

- **Quality Inspections:** Developed a detailed Condominium and Villa checklist to standardize and ensure high-quality inspections across all units.
- **Team Training:** Trained the Residential Operations and Maintenance teams on conducting quality inspections to ensure that unit handovers met the club's high standards prior to being delivered to members.

*Director of Residences*

Aug 2018 - Jul 2022

**Residences at Mandarin Oriental**, New York, NY

The 64 residences are located in the prestigious North Tower of the Time Warner Center. The Residences at Mandarin Oriental, New York, offer a unique blend of private home comforts with the legendary service and amenities of Mandarin Oriental. Residents enjoy direct access to The Shops at Columbus Circle, home to world-class dining and retail, including Masa, Per Se, and Whole Foods.

- **Operational Leadership:** Directed and managed daily residential operations, ensuring seamless service and resident satisfaction.
- **Strategic Planning:** Re-evaluated residential processes, developing a Strategic Plan to address key priorities for the North Tower Residential Board.
- **Governance & Compliance:** Mastered HOA governing documents (Declaration, By-Laws, Offering Plans, Rules & Regulations) and educated the NT Board on HOA management best practices.
- **Board Representation:** Represented the NT Board on the Time Warner Center Master Condominium Committee.
- **Financial Performance:** Transformed the NT Board's financials from negative cash flow to positive operating cash flow, achieving a \$6M Reserve Account and an additional \$1.6M Capital Reserve within three years.
- **Business Continuity & Capital Planning:** Revised the HOA Business Continuity Plan and developed a Capital Plan to preserve critical infrastructure, including mechanical, electrical, and plumbing systems.
- **Efficiency & Accountability:** Implemented a systematic checklist for key residential roles, improving productivity and accountability across the team.
- **Employee Engagement & Compliance:**
  - Increased Colleague Engagement Score from 70% (2016) to 93% (2022).
  - Raised Deloitte Residential Audit Score from 95.6% (2020) to 100% (2021).
  - Trained staff in Mandarin Oriental's Elite Fan of MO program and Fire, Life, Health, and Safety protocols, ensuring 100% compliance with the group's Risk Management Program.
- **Sustainability Initiatives:** Led the Residential Task Force in implementing Mandarin Oriental's Sustainability Program.
- **Capital Project Management:** Successfully managed the Residential Corridor renovation during the pandemic, completing the project on time and within budget.
- **Real Estate Management:** Oversaw all sales and lease transactions, ensuring consistent policies and full collection of applicable fees.
- **Resident Relations & Personalized Service:**
  - Built strong relationships with Unit Owners and Tenants, implementing a preference tracking system to enhance personalized service.
  - Assisted absentee owners with unit maintenance, ensuring the preservation of their assets

*General Manager*

Sep 2015 - Jun 2017

**Alila - Ventana Big Sur** - Big Sur, CA

Following Ventana's acquisition by an investment group led by John Pritzker in Summer 2015, I was recruited to spearhead the resort's transformation and drive aggressive growth. Despite significant regional challenges (including the Soberanes Fire of 2016, one of the most expensive wildfire in U.S. history, and the nine-month closure of Highway 1) the team achieved exceptional results.

- **New Revenue Stream Development:** Conceptualized, developed, and launched the Redwood Retreat (Glamping) experience, generating a new revenue stream with an ROI in under a year.
- **Culinary Repositioning:** Led the transformation of The Restaurant at Ventana, resulting in its recognition as "Best Restaurant in Monterey County."
- **Crisis Management & Operational Excellence:** Successfully managed a mandatory evacuation during the Soberanes Fire, ensuring zero guest complaints or negative media coverage.
- **Strategic Property Reimagination:** Directed the \$17M renovation of Ventana, enhancing social spaces, event venues, and Room & F&B products and services, supporting a projected 30% ADR growth.
- **Cultural & Service Excellence:** Designed and implemented a customized culture training program, aligning the team with Ventana's reimagined vision and elevated guest experience

## General Manager

Aug 2011 - Aug 2015

### Fairmont Pierre Marques - Acapulco, Mexico

Originally built as J. Paul Getty's private hideaway, The Fairmont Pierre Marques was a AAA Four-Diamond, 344-room resort spanning 450 acres of palm trees along Acapulco's most stunning beach. The property featured 10,000 sq. ft. of meeting space, two championship golf courses, and an ATP World Tour tennis facility.

Upon arrival, the resort was facing its worst year, driven by the global economic downturn and safety concerns that led to an 83% decline in international visitors over the past decade—shifting Acapulco from an international to a purely domestic market. Despite these challenges, the team delivered remarkable results:

- **Strategic Repositioning:** Conceptualized, developed, and implemented new concepts, products, and services to redefine the resort experience.
- **Financial Turnaround:** Reversed a five-year GOP decline (2006–2011) (TRevPAR -5.3%, GOP -40.8%) into a positive three-year CAGR (2011–2014) (TRevPAR +7.0%, GOP +21.7%).
- **Record-Setting Profitability:**
  - Exceeded budgeted GOP for 2014 by 200%, achieving the highest FY Gross Operating Profit since 2009.
  - Achieved the highest FY Total Revenue since 2009, driven by record-breaking ADR, RevPAR, and F&B revenue.
- **Market Leadership & Crisis Recovery:** In 2013, despite a major natural disaster, PMQ outperformed local and domestic competitors, ranking #3 in Fairmont Raffles Hotels International's global sales network.
- **Employee & Guest Experience Excellence:**
  - Delivered the largest year-over-year improvement in employee satisfaction since FRHI adopted Gallup in 2013.
  - Exceeded Colleague Engagement Score (CES) targets, achieving an overall score of 90%+.
  - Awarded Best Improvement Award for J.D. Power's Amazing Race "100% Problem-Free Stay" for the Americas (2014).
- **Task Force Leadership:** Selected by FRHI's VP of Operations North America to lead Fairmont Mayakoba during a critical transition, focusing on:
  - Securing AAA Five-Diamond status.
  - Enhancing J.D. Power performance.
  - Reconceptualizing the Food & Beverage program.

## Director of Human Resources

Feb 2009 — Jan 2011

### Vdara Hotel, Spa & Residences, Las Vegas, NV

Vdara Hotel & Spa is a 1.6 million sq. ft. condo-hotel and spa within the CityCenter complex, directly across from Aria Resort & Casino on the Las Vegas Strip. Opened on December 1, 2009, as a joint venture between MGM Resorts International and Infinity World Development, the 57-story, 578-foot tower features 1,495 suites, an 18,000 sq. ft. two-story spa, a market, a bar, and a 40,000 sq. ft. pool and deck area. In 2011, Vdara earned its first AAA Four Diamond Award.

- **Grand Opening Leadership:** Conceptualized, developed, and executed a Master Plan for the recruitment, onboarding, and training of all positions for Vdara's grand opening.
- **Tailored HR & Training Programs:**
  - Developed and customized Policies & Procedures and HR Programs (Employee Services, Employee Relations, Training & Development) to align with Vdara's unique non-gaming, residential, and resort business model.
  - Partnered with Forbes Travel Guide to design and implement monthly training programs, elevating service levels to a five-star standard.
  - Created Training Manuals for each Operations position—including Hotel, Spa, and Food & Beverage—utilizing Freeman software, which served as the foundation for opening procedures.
- **Technology & Talent Management:** Trained and coached department managers in utilizing Career Talent System software, streamlining candidate tracking, scheduling, and selection.
- **Executive Leadership & Business Strategy:** Served as an active member of the Executive Committee, collaborating cross-functionally to drive overall business goals.

## Light Group Las Vegas

Mar 2007 – Feb 2009

*Director of Rooms*, The Harmon Hotel, Las Vegas, NV

LIGHT Hotel is a collection of ultra-chic, luxury boutique hotels dedicated to delivering an all-inclusive, all-exclusive stay. Designed to immerse guests in irresistible comfort, meticulous attention to detail, and highly personalized service, LIGHT Hotel sets a new standard in sustainable luxury while curating bespoke experiences from the ground up.

- **Operational & Service Innovation:**
  - Developed all operational concepts, critical path strategies, and product offerings for the Rooms Division.
  - Conceptualized and established guest service standards through “The Harmon Way”, defining the hotel’s unique hospitality culture.
- **Design & Procurement Strategy:**
  - Sourced and specified all FF&E (Furniture, Fixtures & Equipment) and OSE (Operating Supplies & Equipment) for the Rooms Division, ensuring alignment with budgetary constraints and operational standards.
  - Collaborated with architects and interior designers to conceptualize room and suite layouts, ensuring design elements complemented service functionality.
- **Business & HR Leadership:**
  - Developed and executed a pre-and post-opening business plan for the Rooms Division, including manpower planning, recruitment structures, and operational expense forecasting.
  - Assumed Director of Human Resources responsibilities in the absence of the VP of Human Resources, overseeing recruitment, benefits, compensation, and HR systems.

*VP of Human Resources*, **The Light Group**, Las Vegas, NV

LIGHT Nightclub blends cutting-edge technology, extraordinary music, and immersive visuals to deliver a one-of-a-kind nightlife experience.

- **Talent Acquisition & Employee Management:**
  - Developed an employee tracking system to streamline recruitment and manage work card requirements.
  - Designed a custom interview guide for new venue openings, including Diablo’s Cantina Restaurant and The Bank Nightclub.
  - Conceptualized and managed a highly successful casting call for the launch of both venues, ensuring top-tier talent selection.
- **Operational & Contract Administration:**
  - Updated and issued Management Contracts for The Light Group, ensuring compliance and efficiency.
  - Designed, implemented, and conducted a comprehensive company orientation program to enhance onboarding and retention.
- **Union Relations & Benefits Administration:**
  - Managed all union grievance administration, ensuring operational management understood and adhered to the Collective Bargaining Agreement (CBA) by conducting CBA training sessions.
  - Monitored and administered the company’s benefits plan, including the COBRA program, to ensure compliance and employee satisfaction.

*Director of Housekeeping*

Aug 2001 – Feb 2007

**The Fairmont Sonoma Mission Inn, Spa & Sonoma Golf Club**

The Fairmont Sonoma Mission Inn & Spa is an elegant oasis in the heart of California Wine Country, renowned for its natural mineral hot springs, world-class spa, and championship golf course. The resort features 228 Provence-style rooms, a 40,000-square-foot spa, and an 18-hole championship golf course, making it the premier Wine Country spa and golf retreat.

- **Operations & Team Leadership:**
  - Managed day-to-day operations of Housekeeping, Laundry, Spa, and Golf Club Housekeeping, overseeing a team of 107 staff members.
  - Recognized as “Leader of the Quarter” in 2003 for exceptional leadership and operational excellence.
- **Employee Satisfaction & Productivity:**
  - Achieved the highest departmental score (97%) for Overall Satisfaction in the Employee Opinion Survey (2003 & 2004).
  - Increased productivity efficiency, improving from 3.67 (2002) to 2.75 (2004).
  - Reduced cost per occupied room (guest supplies) by 36% YoY, from \$5.51 (2002) to \$3.51 (2003).
- **Quality & Renovations:**
  - Achieved a JD Power score of 4.26 for overall cleanliness across both Rooms and Spa facilities.
  - Developed the operational concept and managed the renovation of 69 Wine Country Rooms (2002) & 97 Heritage Rooms (2004).
- **Training & Cultural Transition:**
  - Led the “Train The Trainers” program for Housekeeping, coaching departmental trainers to enhance service levels.
  - Successfully transitioned Sonoma Mission Inn to the Fairmont Raffles Hotels International culture, following the change in management from Sonoma Spa Resorts.

*Corporate Rooms Manager / Human Resources Consultant*

May 98 - July 2000

**Corporate Office, One & Only Resorts** (Indian Ocean)

- **Atlantis, Paradise Island (Bahamas):**
  - Tasked with the opening of the Royal Towers (2,004 rooms) and provided post-opening operational support.
  - Reconceptualized Housekeeping operations, optimized staffing guides, and enhanced service standards to align with five-star luxury expectations.
- **One & Only Royal Mirage (Dubai):**
  - Played a dual role as Human Resources and Rooms Consultant during the pre-opening of the 260-room resort.
  - Developed a pre-opening budget, designed the Rooms Division service concept, and structured the critical path for launch.
- **One & Only Le Saint Géran (Mauritius):**
  - Spearheaded the re-imagining of the luxury five-star resort, conceptualizing all FF&E, OS&E, products, and services for rooms and villas.
  - Researched, developed, and implemented the innovative "Butler System for Resort Hotels", setting a new service standard.
  - Led the Housekeeping team through a challenging reopening and post-opening phase, ensuring smooth operations.
- **Sun Resorts (Indian Ocean Portfolio):** Established a "Company Rooms Operating Manual", defining the group's standardized specifications for operating supplies across five luxury properties in the Indian Ocean.

**Mandarin Oriental Hotel Group**

Nov 1989 – Apr 1998

*Group Director of Human Resources, Corporate Office*

- **Strategic HR Transformation:** Repositioned Human Resources as a strategic business partner to operations.
- **Quality Standards Implementation:** Facilitated the development and rollout of Legendary Quality Standards across the Mandarin Oriental Hotel Group.
- **Performance Management Enhancement:** Re-engineered and implemented the Group's Performance Appraisal system.
- **Employee Engagement:** Designed and executed a group-wide Employee Climate Survey for all 5,000 employees to enhance internal customer satisfaction.
- **Policy Modernization:** Updated and standardized the Group's Human Resources Policies & Procedures manual.
- **Incentive Compensation Redesign:** Redesigned the group's Incentive Compensation Scheme to drive performance.
- **Career Development & Succession Planning:** Developed a comprehensive Career Development Process that stimulated effective succession planning

*Director of Human Resources, Mandarin Oriental, Hong Kong*

- **HR Transformation:** Developed an innovative Human Resources team, shifting its mindset from an administrative function to a customer-driven service and business partners.
- **Employee Retention:** Managed HR administration for 950 staff, successfully reducing turnover from 33% in 1994 to 21% in 1995 and 1996.
- **Leadership Assessment:** Conducted Psychometric Tests using the Selby Millsmith Assessor Program for Senior Managers, linking results to career development.
- **Competency Development:** Conceptualized Key Behavior statements for the Group's Core Competencies, used for Senior Manager assessments.
- **Service Quality Enhancement:** Designed and implemented a Quality Assurance Program focused on upgrading guest service standards, including a customized Mystery Shopper program.
- **Operational Excellence:** Introduced Self-Audit Checklists for Back of House operational standards.
- **Talent Acquisition:** Implemented Targeted Selection recruitment, customizing Interviewing Guides based on Mandarin Oriental's Core Competencies.
- **Employee Experience:** Enhanced service and quality standards in the Staff Dining Room through monthly food promotions and quarterly satisfaction surveys.
- **Executive Benefits Upgrade:** Improved Medical and Hospitalization packages for Executive Members.
- **Compensation Benchmarking:** Conducted salary and benefits benchmarking against competitors to ensure competitive compensation structures.

*Training Manager, Mandarin Oriental, Hong Kong*

- **Total Training Concept:** Designed and implemented a comprehensive "Total Training Concept" for the hotel, later adopted as a model across the Mandarin Oriental Hotel Group.
- **Legendary Service Training:** Customized Legendary Service Training for each department, leading to the development of 53 departmental operational manuals.
- **Leadership Development:** Introduced and conducted Supervisory Skills Training for potential supervisors and frontline managers.
- **Guest Service Excellence:** Conceptualized, customized, and led the "Guest Care Program" to enhance frontline staff interactions.
- **Mystery Shopper Case Studies:** Transformed Mystery Shopper feedback into practical case studies to elevate guest service standards.
- **Service Plus Program:** Designed and executed a "Service Plus Program" for frontline staff, resulting in a 5% increase in Richey Mystery Shopper ratings (from 87% in 1994 to 92% in 1995).

# IN THE DETAILS

## *Executive Services Manager, The Excelsior, Hong Kong*

- **Guest Service Excellence:** Developed and implemented Guest Service Standards, ensuring high-quality experiences that led to repeat stays on Executive Floors.
- **Executive Floor Expansion:** Conducted a feasibility study and successfully launched three Executive Floors, later adopted as a group-wide standard.
- **Cross-Department Collaboration:** Maintained close coordination with Resident Manager, Rooms Division, and Front Office to ensure Executive Floor operations remained market-competitive.
- **Business & Retail Operations:** Oversaw the full operations of the Business Center and Lobby Shop, enhancing services tailored to business travelers' needs.

## **Mandarin Oriental, San Francisco**

Oct 1987 - Oct 1989

### *Hotel Assistant Manager*

- **Hotel Operations Oversight:** Ensured seamless hotel operations in the absence of the Executive Committee, maintaining guest comfort and satisfaction.
- **Guest Relations & Problem-Solving:** Managed frequent guest interactions, resolved room complaints, billing disputes, and service issues to uphold exceptional hospitality standards.
- **Interdepartmental Coordination:**
  - Partnered with Housekeeping to ensure room readiness, especially on sold-out nights, VIP early arrivals, and group bookings.
  - Collaborated with Sales for seamless group arrangements.
  - Supervised Concierge staff in the absence of the Head Concierge.
  - Worked with Security to address elevator issues and safety concerns.

### *Assistant Executive Housekeeper*

- **Housekeeping Operations Management:** Assisted the Executive Housekeeper in overseeing a team of 42 housekeeping personnel, ensuring efficient and high-quality service.
- **Talent Acquisition & Workforce Planning:** Led interviews and candidate assessments, ensuring the selection of qualified personnel for key positions.
- **Scheduling & Labor Productivity:** Managed vacation planning, staff scheduling, payroll administration, and analyzed monthly labor productivity reports for operational efficiency.
- **Budget & Financial Oversight:** Contributed to the capital expenditure budget proposal and played a key role in developing the 1989 labor budget.
- **Inventory & Resource Management:** Conducted monthly inventories for guest room supplies, cleaning materials, amenities, and staff uniforms, ensuring cost control and availability.

### CERTIFICATES:

- 2010: PCI Compliance Training, M Life Advantage, Code of Conduct, Ethics & Conflict of Interest, Diversity Champion Workshop, Responsible Service of Alcoholic Beverages (Management/Security Training), Employee Law, Workplace Violence & Discrimination & Harassment Prevention
- 2009: Freeman – Job Standards Master Train-the-Trainer Certification
- 2000: Fundamentals of Human Resources Management Certificate, Recruiting, Selecting & Retaining Employees Certificate, US Employment Laws & Regulations
- 1998: Certified Administrator – Harrison Innerview Assessment Program
- 1995: Certified Administrator – Selby Millsmith Assessor Program
- 1995: Targeted Selection Administrator, Development Dimensions International
- 1994: Facilitator Certification – "How to Handle Employees with Attitude Problems"
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