

Marie R. Lewis

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DIRECTOR OF HUMAN RESOURCES

30+ years in Sales, Human Resources, Hospitality management and Event Supervision – the combination of which enables me to confidently manage Human Resources and overall operations. Proven ability to 1) facilitate work teams to support member relations via optimization of team development and quality services; 2) plan, improve the bottom line, think critically, problem-solve, manage multiple projects and associated tasks; and 3) research, analyze and leverage industry “best practices” to implement creative solutions.

HIGHLIGHTS

Served on management committee at two DC area country clubs. Served as “Club House Manager” for Woodmont on numerous occasions (during periods of absence of the Club House Manager) which drew laudatory remarks from members to the Club CEO. Received and expeditiously resolved 95% of all employee matters received at Woodmont (ranging from COVID period layoffs and pay issues to misconduct and benefits payouts). Managed HR operations for two DC area country clubs collectively comprised of over 800 employees (to include DC metro area’s largest membership country club with 7,000 members and over 500 employees). Successfully recruited numerous international staff under and in accordance with the requirements set forth by the H2B program.

WORK EXPERIENCE

Woodmont Country Club

July 2013 to Present

Director of HR & Club House Operations

- Protected Club by means of ensuring compliance with local, state and federal laws connected to hirings, dismissals, benefit administration and day-to-day management of employees
- Currently assisting with Clubhouse Management; in periods of absence, have acted as Clubhouse Manager at the request of the General Manager/CEO and am adept in all areas of Woodmont Clubhouse operations
- Established an extensive employee training program with the achieved goal of increased productivity, reduced turnover and a more dedicated workforce to serve the needs and requirements of Woodmont’s membership
- At the behest of the General Manager/CEO, articulated the vision of, embodied the values for and created the environment within which Woodmont objectives are achieved, especially in the areas of employee professionalism when interfacing with members
- Oversee the operation of the Club’s youth camp, housekeeping, valet, fitness center, front desk and security

Army Navy Country Club

March 2004 to July 2013

Assistant General Manager, HR Director & Youth Activities Director

Assistant GM

- Worked with department managers to articulate department visions that align with the Club objectives
- Assisted the General Manager (AGM) in development and implementation of long-range strategic goals, annual business plan updates, operating reports and forecasts

- Conducted regular inspections of all clubhouse areas (to include security, dining rooms, locker rooms, swimming pool complex, and laundry services) to ensure standards were complied with by personnel
- Supported all departments in the development of operating budgets for their respective revenue outlets; provided advice on actions as necessary to help assure that budget goals were attained
- Assured that standard operating procedures for revenue and cost control are in place and consistently utilized
- Leveraged my experience in event planning to increase levels of food service quality and enhance overall ambiance of member dining experiences
- Support internal marketing promotion activities for the youth department as well as food and beverage department
- Attended hundreds of House Committee meetings related to the integration and coordination of all social events
- In the absence of the Clubhouse manager, I often was given the helm for operation of the Clubhouse
- Directed Youth Activities and implement procedures which resulted in a 60% increase in camp enrollment
- Participated in the development and implementation of policies and procedures for food and beverage departments
- Assisted in planning and implementing procedures for special club events and banquet functions
- Greeted guests during various occasions
- Aided development of wine lists and bottle/glass wine sales promotions
- Developed new and innovative ways in which to stimulate member activities and participation in Club events
- Worked with other department heads on special projects assigned by the General Manager/CEO

Generalist

- Provided management advisory services affecting a wide variety of position and personnel actions, requiring sensitivity, discretion and confidentiality
- Accurately track open jobs while working with Department Managers
- Independently resolved issues requiring consideration of the total human resource management program
- Designed, interpreted, implemented and supported policies relating to all phases of HR activities
- Served as lead in the development of performance standards and classification of all organizational positions
- Revised and completed organization Employee Manual

Training and Development

- Conducted an organization-wide training program for the implementation of the newly revised organizational policies
- Assessed information system training needs and developed a training education programs for management and support staff
- Provides education and leadership regarding Club policies and procedures to ensure compliance

Employee Relations

- Analyzed, investigated, and resolved employee grievances and performance related issues

- Provided leadership and education on the organization's overall HR policies and ensured organizational policies were appropriately enforced and implemented
- Administered the performance management system

Benefits

- Oversaw administration of insurance, defined benefit and defined contribution plans
- Administered internal functions of Cafeteria Plan in coordination with vendor
- Managed annual enrollment program from initiation to termination of benefits
- Provided administrative assistance to Finance department in managing retirement plan

Compensation

- Managed compensation program ensuring equitable pay practices.
- Revised grade and salary structure for organization
- Collected and analyzed data and information for compensation programs and structures Advised managers on compensation decisions through job analysis and determination of internal equity and external competitiveness
- Conducted annual salary surveys within defined labor markets

Recruitment

- Responsible for full cycle recruitment of exempt, non-exempt and seasonal positions and international staff per H2B guidelines for:
 - Corresponding employment
 - Recruiting requirements
 - Wage requirements
 - Deductions and prohibited fees
 - Job requirements and "Three-Fourths" guarantee
 - Transportation and VISA expenses and other related fees
 - Disclosure of the job order and notice of worker rights under the H2B program
 - Retaliation prohibitions
- Conducted new employee onboarding to introduce new employees to company policies and practices

The Burton Advisory Group

September 1995 to March 2004

Director of Events

With roots deep into the John F. Kennedy Center for Performing Arts, I served The Burton Advisory Group in the capacity of "Director of Events." Duties and responsibilities for this organization entailed the management of high-end events for Fortune 500 and well-known organizations to include Pfizer Corporation, World Bank, Air Traffic Controllers Association, Radio Shack, International Monetary Foundation, IBM Corporation, Geico, Microsoft Corporation, Motorola, Bear Stearns, Hispanic Chamber of Commerce, Century 21, [then] Bell Atlantic and more.

- Coordinated all aspects of community visibility events, including developing and managing budgets, solicitation of donations, negotiating vendor contracts and securing high-profile speakers
- Managed flagship fundraising events with attendance topping 1,000 persons
- Increased events and thereby raised company revenues by 15%

- Founded Young Events Professionals mentoring program, consisting of 6 volunteer members, to spearhead
- Event training for aspiring youths in the DC area
- Conceptualized and implemented “Capital Coffee” ... an event series to increase collaborative talks between academic, business and government related to societal problem areas

MobyTEL, Inc.

September 1990 to Aug 1995

Vice President Operations & HR Manager

Generalist

- Supervised HR
 - Assured conformance with federal, state, and local regulations
 - Investigated complaints of ADA, EEO, sexual harassment and other associate concerns.
- Assisted in the development and management of human resource budget
- Processed all administrative responsibilities regarding the human resource function

VP Operations

- Responsible for carrying out coordination with Hitachi Semi-conductor for the design and manufacture of single-board computers used as reference platforms for many product designs
- Collaborated with various entities, including DC Government’s Department of Homeland Security/ Emergency Management Agency (EMA) for the provision of vehicle location apparatus for fire and medical services rapid response vehicles
- Worked closely with HR and company engineers to determine skill set and personnel required for large scale microwave radio deployment
- Framed deployment plans for assessment , construction and test teams
- Reported to CEO and Board of Directors periodically on status of projects and made recommendations related to daily operations
- Overall in charge for the training of all staff in food preparation, food safety, cleanliness, proper cleaning procedures, bar skills and every other aspect of food service (This is to ensure that employees are aware of the pertinent food and beverage safety laws, regulations and procedures, and following them at all times)
- Responsible for inventory management of food and beverages for daily reporting of food, beer, wine and liquor cost/consumption.
- Ensured a Certified Food Service Manager or Certified Food Handler is on staff at all times
- Implemented a food safety program for all staff

EDUCATION

- SHRM HR Generalist March 2004
- BS Degree, Business Management, State University of New York @ New Paltz

PROFESSIONAL ORGANIZATIONS

- Society for Human Resources Management (SHRM)
- CMAA/ Attend classes and forums
- HFTP of Greater Washington Chapter/Attend classes and forums

REFERENCES

Available Immediately Upon Request