

# JOSELUIS RIOS

Born in 1988

Hotelier Since 2010



Mexico City, MEX.

Yo@JoseluisRios.com

+52 984 168 6497

www.linkedin.com/in/Joseluis-Rios



## SKILLS

» Resourceful, self-starter and a decision maker. » Skills to build quick rapport with other members of the organization. » Oversee and execution of staff training. » Set staff work schedules and monitor staff performance. » Resolve customer complaints. » Self-motivated individual; able to work under pressure and in a fast pace environment; keen attention to detail. » Good command of PC skills including Microsoft Word,

Excel, PowerPoint, Teams, Share Point, Planner, Forms, Stream, Internet's browsers, Corel studio, Adobe Illustrator, and notions of Visual Basic. » Knowledge of labour-related legislation. » Excellent verbal and written communication skills. » Developing and Adapting learning programs from Lead-Instructor in site to Lead-Instructor Virtual. » Management and technical reports and customers' charters » Maximice profitability assessing customer requirements and ensuring that these are met.

## WORK EXPERIENCE



### MARRIOTT INTERNATIONAL

**JW Marriott Mexico City Santa Fe Hotel.**  
**Sheraton Mexico City Maria Isabel Hotel**

**Position:** Training and Development Manager + QA Manager

**Period:** January 2nd, 2015 to date.

Monitoring of Brand Standard Program of Learning, implementation of systems to improve the work environment through integration events. Supervision of Quality indicators. Support at opening of JW Marriott Los Cabos and coaching to other Training Manager of the cluster.

At Sheraton Mexico City Maria Isabel, Breakthrough Leadership Training for property, Youth Career Initiative Mexico City Chairman and Culture & Serve 360 Mexico Area Champion (Company Social Responsibility Program). Guest satisfaction Indicators and Action Plan development.

**Human Resources Excellence Award of Innovation - 2018**



### OCCIDENTAL HOTELS & RESORTS

**(Royal Hideaway Playacar Resort & Occidental Allegro Playacar)**

**Position:** Complex Training Manager.

**Period:** August 15th, 2014 to December 1st 2014.



### IBEROSTAR HOTELS & RESORTS

**(Iberostar Playa Paraiso Golf & Spa Resort)**

**Position:** Training Coordinator, promoted after 8 months to Head of Social Responsibility.

**Period:** July 23th, 2013 to August 15th, 2014.



### SANDOS HOTELS & RESORTS

**(Le Meridien Cancun Resort & Spa renamed like Sandos Cancun Luxury Experience Resort, then promoted to Sandos Caracol Eco-Resort & Spa)**

**Position:** Trainee, then Training Coordinator, promoted after 7 months to Training and Development Manager

**Period:** From July 22nd, 2010 to December 22nd, 2010, then From November 9th, 2011, to Jun 24th, 2013.

## EXPERTISE



Specializing in work environment management.



Specializing in environmental management and sustainability



Specializing in luxury tourism and high quality standards in hospitality.



Mexican official legislation regarding training for employees.



Competition and application in ISO 9001 and 14001. Certified as Internal Auditor.



Certificated at Labor Competency Standard 0217 (Delivery of training programs for human capital in person and groups)



Training challenge to develop vulnerable young people in hospitality skills and experience they need to take the first step in their career.



Focus on ensure LGBTQ people friendly environments.



## LANGUAGES



**SPANISH.** (Mexican Spanish). Mother tongue. (C.2.2)



**ENGLISH.** Bilingual Proficiency (C.1.1)



**PORTUGUESE.** Full Professional Proficiency (B.2.2)



**GERMAN.** Elementary Proficiency (A.1.2)

## FORMAL EDUCATION



### FLORIDA ATLANTIC UNIVERSITY. (2020)

Hospitality & Tourism Management Certification



### INSTITUTO TECNOLÓGICO DE ESTUDIOS SUPERIORES DE MONTERREY. (2013-2014)

Strategic Management of Human Resources



### INTERNATIONAL BUSINESS ENGLISH UPPER INTERMEDIATE. 2011

Advanced English courses and commercial user category. By Language Studies of Canada, Toronto Ontario.



### INSTITUTO TECNOLÓGICO DE ESTUDIOS SUPERIORES DE MONTERREY. (2006 - 2011) . BACHELOR DEGREE.

Management Degree with a major in business administration and internal quality audits. Active participation in obtaining distinctive CACECA for the B&M School.