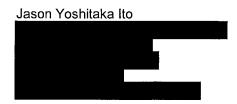
RESUME



Experiences

April 2009 -

Director, Administration, Labor & Community Relations, Kyo-ya Management Company, Ltd.

Responsible for all union and labor relations, collective bargaining agreements, associate development and enrichment programs, community engagement and support, alignment of Kyo-ya's mission and values, chair of Kyo-ya's Donations Committee. Assists in the areas of Hotel Operations, Capital Projects, Development, Contracts, Purchasing, Sustainability, and Parking Operations.

Projects:

- Kapili 'Oihana: Developed a six person internship program between Kyo-ya, Kamehameha Schools and Starwood
- HARIETT Apprenticeship (Hotel and Restaurant Industry Employment and Training Trust): Rejuvenated the apprenticeship program and added eight, new maintenance trade positions
- NFL Play 60: Fitness project for 750+ keiki of nonprofit organizations

April 2003 -March 2009

General Manager, Support Services, Starwood Hotels & Resorts in Waikiki

Responsible for the strategic and tactical operations of the 200+ centralized services associates for Kyo-ya in the areas of Procurement, Capital Projects, Risk Management, Central Reservations, Travel Services, Human Resources Administration, Finance Administration, Information Systems, Grounds and Landscaping, and Telecommunications. Implemented improvements and process efficiencies with the objective of increasing revenue and maximizing cost control while maintaining the highest degree of employee and customer satisfaction. Member of Starwood's Area Executive Committee.

March 2002 -April 2003

Director, Support Services, Starwood Hotels & Resorts in Waikiki

Responsible for operating the centralized service group for Kyo-ya in the areas of Purchasing, Capital Projects, Risk Management, Central Reservations, and Grounds and Landscaping. Works in collaboration with the Human Resources and Finance teams to align and engage the departments toward the collective goals of the hotels.

March 2001 -March 2002

Director, Central Reservations, Sheraton Hotels and Resorts in Waikiki

Planned, designed, and implemented the Centralized Reservations operation for Kyo-ya hotels. Completed feasibility, budget, ROI, and expense analysis. Implemented associate processes for site selection, office configuration, training, technology, furniture, and uniform selection. Refined job descriptions, staffing requirements, and work processes to maximize optimal occupancies and revenues.

June 1998 -March 2001

Director of Hotel Support Services, Royal Hawaiian Hotel

Responsible for the Engineering and Housekeeping operations. Executed the capital plans for the hotel. Managed suppliers and vendors to improve relations and quality of services. Member of the hotel's Executive Committee.

Projects:

- Led Kyo-ya's 59 member Y2K task force to ascertain the status of all systems/devices, coordinated a systems rehabilitation program, and developed contingency plans, and staff resources.
- Established a Hawaii leisure guest survey and deployed a Japanese-translated guest survey. Served as the main liaison between JDPA and Sheraton.

Nov 1994 -June 1998

Director of Total Quality Management, Royal Hawaiian Hotel

Responsible for implementing Total Quality Management into the day-to-day operations of the hotel. Created and trained associate teams to continuously improve the level and quality of guest service. Improved the concept of internal customer awareness, process improvement, metrics, and leadership. Created Customer Focus Groups. Improved the year-over-year Employee Satisfaction and Guest Satisfaction ratings resulting in Sheraton's Chairman's Club status for three consecutive years. Member of hotel's Advisory Board/Executive Committee.

Team Achievements:

- 1998 Rochester Institute of Tech/USA Today Quality Cup, Semi-finalist
- 1997 Rochester Institute of Tech/USA Today Quality Cup, Semi-finalist

June 1987 -Nov 1994

Hotel Systems Manager, Royal Hawaiian Hotel

Responsible for the day-to-day operations, maintenance, budget, training, and installation of all hotel systems. Primary responsibility was conversion of manual operations to an automated, point-of-sale system for the restaurants across the ITT Sheraton Hawaii/Japan Division Hotels.

April 1983 -June 1987

Systems Support Specialist, Rainbow Business Systems

Wide range of duties serving retail, food and beverage, and hotel establishments.

1981 - 1982

Pantry Cook, Cafe Casino Restaurant (Phoenix, AZ)

1978 - 1981

Waithelp, Floor Manager (Honolulu, HI) Tanaka of Tokyo Restaurant

Yacht Harbor Řestaurant Seafood Emporium Restaurant

Pacific Beach Hotel, Oceanarium Restaurant

Accomplishment and Achievements

| 2013 | Honolulu Japanese Chamber of Commerce, 67th Shinnen Enkai Gonin Otoko |
|------|---|
| 2004 | Community Service Leadership Award: Starwood Hotels & Resorts, Hawaii |
| 2003 | Community Service Team Award (Fundraising): Starwood Hotels & Resorts, Hawaii |
| 2001 | Ka Hoku Award "The Caring Star", Sheraton Hotels, Hawaii |
| 1997 | Hawaii Hotel Association - Manager of the Year, Honorable Mention |
| 1996 | ITT Sheraton Silver Ring of Quality Team Award – Housekeeping |
| 1991 | ITT Sheraton Hawaii-Japan, Royal Hawaiian, Director of Operations Award |

Associations

Trustee Historic Hawaii Foundation, 2016 – present

Board member KAMP Hawaii, 2016 - present

Vice Chair Waikiki Improvement Association, 2015 – present

Trustee Palama Settlement (3rd VP), 2014 – present

Member Hawai`i Green Growth Initiative Working Group, 2012 – present Vice Chair Honolulu Japanese Chamber of Commerce, 2011 - present

President Honolulu Zoo Society, 2011 - 2015
Board member Honolulu Zoo Society, 2010 – 2011
Board member Hawaii Bowl Foundation, 2007 – present

Advisor Hawaii Betsuin Education Board, Hawaii Betsuin Schools, 2006 – present

Member Hawaii Lodging and Tourism Association, 2002 – present

Member Japan-American Society of Hawaii, 2004 – 2011

Trustee Pacific Buddhist Academy, 2003 - 2005

Board member Kapahulu Center, 2000 - 2003

President Hongwanji Mission School, Parent Teacher Organization 2000 – 2001

Chairperson Sheraton Hawaii Federal Credit Union, Supervisory Committee, 2000 – 2002 Member Sheraton Hawaii Federal Credit Union, Supervisory Committee, 1994 – 2000

Examiner Hawaii State Award of Excellence, 1997 - 1998

Member American Society of Quality, 1996 - 2008

Personal

Education: Electronics Institute, Electronic Technology

DeVry Institute of Technology, Electronic Engineering Technology (course work)

Hawaii Pacific University, Organizational Change (course work)

Interests: Culinary, fishing, golf (Oahu Country Club)

References are available on request