

DESIRÉE V. EDWARDS



P.O.Box 1430, Smith Rd, Dry Hill, St. John's, Antigua T. 268-464-7696, E. desved@gmail.com

SKILLS & EXPERTISE

- 25+ years experience in HR Management, Training and Organizational Development,
- Consulting Management Facilitation Life Coach

PROFESSIONAL EXPERIENCE & WORK HISTORY

Adjunct Instructor. Dept of CPE, UWI Global Campus, Antigua, 2019 to present

Consultant & Managing Director, Transitions Consulting 2017 to present
Providing Organizational Development, HR Management and Talent Development services

HR Manager, IGT-GTECH Antilles-Leeward Islands Lottery Holding Co.(LILHCO)
ANTIGUA July 2004 to August 2017

Responsible for establishing, overseeing and managing human resources in multi-site gaming transaction company. (Antigua, St. Kitts-Nevis, Anguilla, St. Maarten, USVI, Barbados, Trinidad, Dominican Republic). Key duties include:

- Established an HR Department to service multi-site operations
- Formulated and implemented HR policies, procedures and processes
- Partnered with Site Managers to provide management consulting on HR issues including recruitment, employment, performance management, compensation, benefits, training and development and succession planning,
- Liaised with Global Corporate office and regional offices to develop and implement new HR initiatives and guide change management process
- Implemented employee relations and communications programs including employee engagement surveys and recognition and reward program
- Corporate social responsibility and community relations
- As a member of the Executive Management team planned and developed HR strategy

Consultant/ Project Officer, Caribbean Tourism Credentialing Project (CTCP)
July 2001 to Feb 2004

Responsible for implementing and promoting the CTCP project within the OECS region

- Led day to day management and administration of the CTCP Project
- Developed and implemented work-plans and budgets for the project.
- Liaised with Hotel Associations, Hotel Owners and Managers within the OECS to promote CTCP outputs of Certification, Credentialing, Train the Trainer workshops, Career Awareness, Culinary, and Small Hotel Reference Manual.
- Provide technical assistance to Small Hotel Owners and Managers on hotel operations.
- Coordinated and edited the revision and update of the Small Hotel Manual 5th Edition. Facilitated accompanying workshops.

.../2 **Desirée V. Edwards: Tel. (268) 464-7696**

Human Resource Development & Training Officer – Antigua and Barbuda Ministry of Tourism & Environment ANTIGUA 1998 – 2001

Key Duties: Planning and implementing HRD, and Tourism Training programs

- Developed Training policy for the Ministry of Tourism and Environment
- Coordinated and conducted training for persons employed in the Tourism Industry including Ministry personnel.
- Developed a Tourism Public Awareness & Education Program for Primary and Secondary school students using CHA Hello Tourist material
- Developed and produced Ministry of Tourism Disaster Management Manual

HRD & Training Consultant 1996 to 2004

Provided quality and affordable training services to tourism organizations in the Caribbean

- Training Consultant to the Caribbean Hospitality Training Institute (CHTI), Caribbean Tourism Organization (CTO), Antigua Chamber of Commerce.
- Conduct Needs Assessments for Hotels, Tourist Boards and Hotels Associations throughout the Caribbean. Review operations to determine system problems, training needs. Made recommendations to clients on training, appropriate systems, procedures and policies.
- Customized and delivered training as requested by regional tourism organizations including Hotels, Hotel Associations, Tourism Offices.

Project Officer & Trainer, Caribbean Hospitality Training Institute (CHTI) & Caribbean Regional Hotel Training Project (CRHTP) ANTIGUA October 1993 - March 1996

Responsible for development and delivery of courses requested by CHA members

- Designed, developed and delivered courses to CHTI member hotels, hotel associations
- Assisted in promotion of training courses developed for CHTI.
- Collaborated in the development of a regional certification system for Caribbean Hospitality Trainers (CCHT) for CHTI. Developed course material including trainer and participant manuals, handouts, and audio visuals.
- Delivered Basic and Advanced Certified Caribbean Hospitality Trainer (CCHT and CCHAT) courses in the Caribbean.

Training Manager, St. James's Club Resort, Antigua May 1993 - August 1993

Responsible for preparing and implementing the Resort's training and talent development plans

- Developed an annual training plan for the resort.
- Conducted needs assessment to determine priority training needs within departments.
- Developed, coordinated and conducted hospitality courses across various departments.

Tourism Attaché: Antigua and Barbuda Tourist Office and Permanent Mission to UN. NY (1988 – 1993)

- Arranged and conducted promotional seminars and familiarization trips on Antigua for Travel Agents
- Assisted in development of advertising/publicity campaigns for Antigua and Barbuda Tourist Office in NYC
- Provided administrative support to Director including organized and maintain tourism administrative records

Job Developer-Trainer, OAS-USAID Antigua Youth Skills Training Project (1985-88)

Responsible for daily administration, coordination and implement project activities

Organization Development:

- Consulted on institutionalization of Youth Skills Training Project (YST).
- Designed, developed and implemented operational strategies and policies
- Assisted in the administration of the project.

Employment:

- Conducted labor market assessment. Recruited, interviewed and selected applicants for training
- Identified employment opportunities through networking with employers.

EDUCATION & TRAINING:

Certified Trainer: Emotional Intelligence & DISC 2014 and 2022

Project Management Training Antigua Chamber of Commerce. May 2008

Certified Hospitality Educator (CHE) America Hotel & Lodging Association (AHLA) Educational Institute certification. 1998, 2003

MSc. Human Resource Management - New School for Social Research: Graduate School of Management, New York City, N.Y. USA. 1988 -1991

Certifications: Training and Development, 1992. Organization Development 1991

B.A. in Sociology and Psychology - St. Mary's University, Halifax NS, Canada. 1981- 1985

Awards: Academic Fellowship - Organization of American States (OAS) 1989

OTHER INFORMATION & AFFILIATIONS:

Past President, Antigua LIONS Club: 20+ yrs volunteer service, chairperson of various committees

Immediate Past President, Human Resource Professionals of Antigua and Barbuda (HRPAB)

Former Board Chairperson, Antigua Barbuda Hospitality Training Institute (2005- 2014)

Member, Professional Organization of Women in Antigua & Barbuda (POWA)

Member & Former Secretary, Breast Friends Cancer Support Group

Member & Former PRO, Betty's Hope Historical Trust & Museum of Antigua and Barbuda

References available on request