

Cammi Wittwer

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PROFESSIONAL SUMMARY

Innovative Chehalis Tribal Team Member with over 15 years of experience in the areas of performance management, hiring, Native Preference standards, Tribal member growth focus and wage structure conversations. Success developing and executing department new hire orientation and trainings, maintaining employee databases within ADP, and investigating employee grievances and providing appropriate resolutions. Dedicated and motivated to join a fun, growth-oriented department as the Team Member Relations Specialist.

EMPLOYMENT HISTORY

Human Resources Manager, Lucky Eagle Casino & Hotel, WA

May 2023 – Current

- Supervises and ensures efficient day-to-day operational activities of all HR functions
- Develops, writes and interprets personnel policies, procedures and other admin regulations.
- Maintain all official job descriptions
- Oversees recruitment, testing/screening and selection procedures
- Ensures departments are following Indian Hiring Preference
- Identifies opportunities for streamlining processes and improving HR services
- Maintains the privacy, confidentiality and integrity of organization, team members and management information.

Human Resources Team Member Relations Specialist, Lucky Eagle Casino & Hotel, WA

June 2022 – May 2023

- Effectively problem solves team member relation claims, concerns and allegations through conducting investigations
- Collaborates and co-facilitates team member relations training on harassment avoidance, unemployment, turn-over and team member retention
- Consults with department leaders and makes recommendations for team member relations concerns
- Assist department leadership with policy consistency within the respective department
- Keep updated on all team member relations legislation, Federal regulations and Tribal policies as they change
- Advise and refer team members on EAP options
- Work efficiently and effectively well under pressure in sensitive situations; demonstrates credibility within the company

- Ensure proper team member documents are retained based on file retention schedule.

Food and Beverage Lead Supervisor, Lucky Eagle Casino & Hotel. Rochester, WA

May. 2019 – June 2022

- Schedule staff hours and assign duties
- Organize and direct worker training programs, resolve personnel problems, hire new staff, and create new hiring training schedules
- Perform Level 1 & Level 2 interviews with all applicants in ADP applicant pool
- Communicate effectively with TGA as it relates to potential hires
- Assess staffing needs, and works closely with HR Recruiting team to ensure all proper positions are posted
- Works daily in ADP processing applicants
- Strong time management skills
- Attention to detail as it relates to hiring numbers and needs of the business
- Clear communication skills
- Strive to increase positive team moral with both attitude and actions
- Strong COVID policy knowledge as well as company policy knowledge
- Guest Service Index focus in Food and Beverage department
- Hold team members accountable to policies and procedures listed in the handbook
- Current class 3 gaming license

Sales Manager, Fairfield Inn & Suites, NOS Hospitality. Rochester, WA

Nov. 2017 – Aug. 2018

- Was a part of the opening team which included hiring all positions, communicating with contractors on work progress and deadlines, establishing policies for procedures, assisted in writing employee handbook and standards, created hotel inventory orders.
- Maintained zero turn over rate from time of hire until time of leave
- Maintained over 30% Tribal Employment
- Responsible for contracting groups pre-opening
- Established corporate mid-week clientele driving occupancy from 6%-83% over 6 month timeframe.
- Worked closely with brand Revenue Manager to maximize occupancy and revenue.
- Made daily 'cold calls'
- Negotiated with clients to book their travel needs
- Drafted sales agreements, entered rooming lists, sent invoices
- Worked in FOSSI operating system
- Utilized S.T.S. for sales tracking
- Attended available sales trainings to strengthen skills
- Continued to educate myself through the brand on their global source employee website

Sales Coordinator, Great Wolf Lodge. Rochester, WA

Jun. 2010 – Nov. 2017

- Supported the team when a sales position sat empty by 'selling' that market.
- Made 'cold calls'
- Communicated with clients
- Worked proficiently in OPERA operating system
- Drafted sales agreements, built group blocks, built and distributed BEO's, entered rooming lists, sent invoices, enforced cut-off dates.

- Worked with Corporate Revenue Manager on group rates to maximize revenue from leisure travel
- Effectively communicated with other departments regarding group stays
- Held weekly sales meetings
- Established a well working relationship with local casino for their 'big players'
- Managed the Chehalis Tribal discount program, friends and family rate, Tribal specific donation requests
- Handled all donation requests for property, which included: responding to each request that came in, sent requestor donation application, processed completed applications, entered all approved applicants into tracking sheet

VOLUNTEER

Hazel Pete Institute for Chehalis Basketry (HPICB), Rochester, WA

My volunteer work for HPICB is very important to me as a Native. It allows me to connect with my culture on a level of how my people once needed to do things in order to survive. From attending quarterly events, to helping with the harvests and gatherings of raw materials, to processing and prepping the material my cultural connection has become awoken at each bend of the cedar. My main role within the HPICB organization is to help increase attendance for the upcoming events. I make a lot of cold calls and connections with different people of different tribes. Being able to work closely and learn from true master weavers is such an honor.

EDUCATION

Northwest Indian College, Bellingham, WA

AA – General Direct Transfer, August 2023

BA – Tribal Governance and Business Management, anticipated graduation date August 2024, current GPA 4.0

Pe Ell high School, Pe Ell, WA

High School Diploma, June 2003

Centralia Beauty School, Centralia WA

Licensed Cosmetologist since 2003

SKILLS

Communication - Experienced

Organization - Experienced

Time Management - Experienced

Accountability - Experienced

Scheduling - Experienced

Couching/Training - Experienced

ADP – Experienced

LICENSES & CERTIFICATIONS

Tribal Human Resources Professional (THRP)

Public Notary License

Fingerprint Certification

HIPAA Certification

Food Handlers Card

Class 12 MAST permit

ServSafe Instructor Proctor