

4TH BI-ANNUAL WOMEN'S HOSPITALTY LEADERSHIP FORUM

SPEAKERS BIOS



Malaika Myers
Executive Vice President, Chief Human Resources Officer
Hyatt Hotel Corporation

Malaika Myers has had a 25+ year career in Human Resources, working in the chemical, consumer products, and hospitality industries for public and private companies. She currently serves as EVP, Chief Human Resources Officer for Hyatt Hotels Corporation where she is responsible for the firm's human capital and talent strategy and works as a member of the Executive Committee to develop and execute the overall business strategy.

Prior to joining Hyatt Malaika led the global human resources function for Jarden Corporation. Before Jarden she served as CHRO for Arysta LifeScience, where she led the HR function through a transition in operating model and worked to prepare the company for an IPO/acquisition. Prior to Arysta Malaika served in various senior human resources roles at Diageo PLC, a global wine and spirits' company.

Earlier in her career Malaika spent 10 years with PepsiCo. During her tenure there she held a variety of Human Resource positions with Frito-Lay, Pepsi-Cola and the PepsiCo Corporate organization. In her last role with PepsiCo she served as Vice President, Human Resources for the PepsiCo Sales organization. She started her career with FMC Corporation where she worked in a variety of human resources roles.

During her career Malaika has sponsored and led numerous change management efforts that have been transformational, including talent pipeline development, business operating model transformations, and cultural changes.

Malaika earned her bachelor's and master's degrees in business from the State University of New York at Buffalo. She is a member of the Board of Directors for Cielo, the world's leading strategic Recruitment Process Outsourcing (RPO) partner, a member of the Board of Directors for Skills for Chicagoland's Future, a Commissioner on the Village of Wilmette Human Relations Commission, and a member of the AHLA (American Hotel & Lodging Association) DE&I Taskforce, and the Advisory Council for ForWard – Women Advancing Hospitality.

Malaika resides in Wilmette, IL with her husband and two children.



Toby Ramirez-Johnson
Corporate Director of Human Resources
Omni Hotels & Resorts

Toby Ramirez-Johnson is the Corporate Director of Human Resources with Omni Hotels & Resorts. She is also the CEO of Woman Building Wealth and Founder of Keep Our Troops Alive (KOTA), an organization supporting combat Veterans and military families who have experienced the death of a loved one by suicide. In 2020 Toby authored the book, *The Last 7 Days* which shares her personal encounter of the loss of a sibling.

Toby is known for being a dynamic, results-driven, and energetic leader who successfully propels company culture, launches cost-effective solutions and mentors top talent. Forward-thinking and highly skilled at strategic planning and adept at bringing work groups together. Creative leader who successfully creates engagement and excitement among the team. Proactive trailblazer who builds strong relationships by clearly communicating with team members in fast-paced environments, consistently surpassing goals.

Toby is the proud wife to her husband of 20 years, mother to two dynamic children who have also followed her footsteps in the hospitality industry.



Dr. Carissa Baker, Assistant Professor
UCF Rosen College of Hospitality Management

Dr. Carissa Baker studies theme parks and attractions from a variety of perspectives, including their characteristics as art, business, culture, and technology. She holds a Ph.D. in Texts and Technology from the University of Central Florida; her dissertation research was on the theme park as a narrative medium. This project earned recognition including a College Outstanding Dissertation Award and the Texts and Technology Dissertation Research Award; it also contributed to her winning the Order of Pegasus, UCF's highest student award.

Theme parks have been a subject of Dr. Baker's research for more than two decades. She has presented on aspects of themed entertainment at academic conferences, industry gatherings such as the IAAPA Expo and TEA SATE, and several universities. She has taught in China and been a Visiting Scholar at Breda University of Applied Sciences in the Netherlands twice. Dr. Baker publishes interdisciplinary work focused on themed entertainment.

Dr. Baker's industry experience includes years in operations at Disney and Universal on both coasts, consulting on theme park projects in a few countries, and facilitation of educational seminars for attraction designers. She is a member of the International Association of Amusement Parks and Attractions (IAAPA) and an IAAPA-Certified Attractions Executive (ICAE). She is also involved with the Themed Entertainment Association (TEA), TEA NextGen, the Themed Experience and Attractions Academic Society, and Slice Creative Network. At UCF, Dr. Baker is the faculty advisor for the Future Theme Park Leaders Association (FTPLA).

Dr. Baker has held both faculty and administrative leadership positions. She previously worked at the University of California Riverside, Riverside City College, Santa Barbara City College, and Seminole State College. She created popular courses in the Seminole State Honors program including classes on Disney and Harry Potter in addition to speaking multiple times at the UCF Honors Symposium. Dr. Baker won the Distinguished Honors Faculty Award and was appointed the Phoenix International Ltd. Endowed Teaching Chair.

Jean Gallagher is currently in the role of Regional General Manager, Leisure Moderate/Value Resorts at Walt Disney World Resort.

Throughout her 34-year career with the Walt Disney Company she has held several operational roles, including General Manager positions at ESPN Wide World of Sports, Disney Springs, Water Parks & Miniature Golf and resort hotels as well as support roles, including Director of Americas Operations for Global HR Operations, and positions in Consumer Direct Sales, Lodging Line of Business, Recreation Line of Business and Human Resources/Organization Development.

Jean earned a Bachelor of Science degree in Hospitality Management and a Master's in Business Administration. She is involved in serving her community, currently serving on the board of Boys & Girls Clubs of Lake County and the South Lake Chamber of Commerce, along with prior service as a board member for New Hope for Kids and the QUEST Organization. She also proudly serves on the Theme Park Advisory Board for the UCF Rosen College of Hospitality and has served as a board member for the World Waterpark Association.

She and her husband James have three children, two who are currently attending college and one who is a high school student.



Dr. Beloved Dillard, Entrepreneur Beloved's Sweets

Beloved's Sweets is making their mark from the house to a household name. baking with love is what they do!

Quality and customer service is truly the main ingredient of their Tabitha brown's very good Monday's top ten pick desserts! The well-known, Atlanta based gourmet bakery began in the home of beloved after a career as a spiritual coordinator for longleaf hospice and Emory University; where beloved completed the clinical pastoral care and education program— "it was time to serve differently."

Her daughter Sarah suggested turning a seasonal opportunity into a full-scale business. in 2018, beloved's sweets officially launched. the unique pie brand landed its first crafty and catering contract on the set of nbc good girls. the signature mini sweet potato pie stole the hearts and taste buds of Reno Wilson, Christina Hendricks, and director Dean Parisot. the presentation, complete with a mini fork, inspirational message and one of the five flavors to include vegan— makes enjoying sweets so much easier. rum rum, pineapple, pecan, original "OG" and vegan flavors have made repeat customers all over the world—as far as South Korea! one soldier said, "it tastes like home!"

Beloved's sweets continues to expand as a top dessert supplier in the southeast for your favorite eateries as serving community and local partnerships are vitally important in staying connected and relevant.



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MAR 31, 2023
9:00 A.M.

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