

Siobhan O’Leary, CPC, ELI-MP — Executive Coach, People & Culture Strategist



Siobhan O’Leary is a highly respected executive coach, fractional Chief People Officer, and people and culture strategist with more than 25 years of senior HR leadership experience, particularly in luxury hospitality and high-growth environments.

From 2013 to 2019, she served as Senior Vice President of People & Culture at Convene, where she helped scale the company from 38 to over 950 employees across 31 locations. Under her leadership, Convene received national recognition, including honors from Fortune, Forbes, Smart CEO, and Inc. Magazine. The coaching and leadership program she developed was ranked among the top five globally by the International Coaching Federation. Upon her departure, Convene established the Siobhan O’Leary Culture Award to honor values-driven leadership within the organization.

Earlier in her career, Siobhan spent over two decades as a senior HR executive in the luxury hospitality sector. She held key leadership roles in New York City at The Carlyle Hotel, The Mark Hotel, The Pierre, Four Seasons Hotels & Resorts, and Hyatt Hotels & Resorts. She also served in a corporate leadership role with Rosewood Hotels & Resorts, where she supported global talent strategy and executive development. Her deep understanding of the challenges facing leadership teams in the NYC hospitality market has informed her approach to developing accountable, values-driven cultures. She is credited with coaching and developing successful leaders around the world.

Her recent clients include Faena, The Pierre Hotel, CordeValle Golf Resort, the Michael J. Fox Foundation, LCMC Health, and the Elton John AIDS Foundation.

Siobhan is a certified executive coach through both the International Coach Federation and the Institute for Professional Excellence in Coaching. She is also an Energy Leadership Index Master Practitioner, a Harvard Executive Education alumna, and holds a BS in Business and Human Resource Development from Louisiana Tech University.

Michelle Villatoro, CPC, ELI-MP, CHT — Hospitality & Leadership Strategist



Michelle Villatoro is the Founder & CEO of Just Think Hospitality, Inc., a boutique consulting firm she launched following a successful career in luxury hospitality leadership. With over 20 years of experience driving performance, growth, and culture, she has trained more than 20,000 professionals, coached 5,000+ leaders, and led 42 successful property openings for 17 clients — helping leading brands scale operational excellence and team alignment.

Michelle has held senior roles at Rosewood Hotels and the iconic Waldorf Astoria, led multi-unit operations as Director of Operations for E-Squared Hospitality (BLT Restaurants), and served as a client advisor to Danny Meyer's Hospitality Quotient.

She is the creator of The 10X Leadership Program and The Hospitality Accelerator — frameworks designed to upskill leaders, improve decision-making, and align culture with results.

Michelle's recent clients include Faena, Olympia Hospitality, The Dewberry, the Michael J. Fox Foundation, and Dallas Country Club.

Certifications:

- ICF-Certified Executive Coach (7,500+ hours)
- InsideOut Coaching (GROW Model)
- Energy Leadership Index Master Practitioner
- Certified Hospitality Trainer (AHLEI)
- Certified Sommelier I (Court of Master Sommeliers)
- Everything DiSC® Facilitator

Expertise Areas:

- Performance Leadership & Manager Upskilling
- Team Alignment & Culture Activation
- Openings & Expansion Strategy
- Train-the-Trainer & L&D Systems
- F&B Operations & Service Excellence