

## PHATTHARAPHON THIPKANOK

Age: 35  
Status: Single  
Nationality: Thai  
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### EXPERIENCE:

Jan 2014

to Feb 2016

#### **Centara Hotels & Resorts (Corporate Office)**

##### ***Corporate Director of Human Resources***

- Monitored HR functions of all Centara properties according to Centara's HR Standard Operating Procedures including all relevant legal requirements.
- Ensured that all Centara properties both in Thailand and overseas achieve their HR goals by supporting and administering them.
- Assisted Vice President – HR in producing reports for the Board of Committee, conducting HR audits at all Centara properties, opening new properties, and executing projects as assigned.
- Took part of various HR projects initiated by Central Group of Companies.

Apr 2012

to Dec 2013

#### **Centara Watergate Pavillion Hotel Bangkok**

##### ***Director of Human Resources (pre-opening team)***

- Implemented and maintained all HR policies and procedures and all relevant legal requirements.
- Ensured effectiveness of day-to-day running of the HR Department of both HR Management and People Development, whilst maintaining a high degree of associate satisfaction.

Apr 2010

to Apr 2012

#### **Centara Grand and Bangkok Convention Centre at CentralWorld**

##### ***Assistant Director of Human Resources***

- In charge of recruitment, Staff movements, Training & Development, Performance Management, Compensation & Benefit, Employee Relations.
- Acted as Director of HR in her absence during the Red-Shirt political crisis from Apr to Aug 2010.

May 2007

to Mar 2010

##### ***Training Manager (pre-opening team)***

- In charge of all People Development functions monitoring hotel's overall service standards.
- Assisted Director of HR in Recruitment, Benefits & Welfare, Staff Communication, Staff-related activities, etc.

- Jan 2007  
to May 2007
- Four Seasons Resort Chiang Mai**  
***Assistant Learning Manager***  
(Also pre-opening team for Four Seasons Tented Camp, Golden Triangle)
- Cooperated with Learning Manager in Training & Development.
  - Monitored service quality of resort's overall operations.
  - Assisted Director of HR in Benefits & Welfare, Staff Movements, Turnover, etc.
- Feb 2005  
to Jan 2007
- Human Resources Coordinator***  
*Awarded "Employee of the Year" of 2006*  
*Awarded "Employee of the Month" of July 2005*
- Supported all HR and Training functions and administrative tasks.
  - Processed Visa and Work Permit for all expatriates.
- Oct 2003  
to Feb 2005
- Concierge Officer***
- Handled all guest requests (Recreation Activities, Transportation, Shipping, Special Arrangements, etc.).

**EDUCATION:**

- Jun 2010  
to Mar 2002
- Chulalongkorn University**  
***Master of Arts: Applied Psychology***  
(Industrial & Organizational Psychology)  
GPA: 3.50
- May 1998  
to Mar 2002
- Chiang Mai University**  
***Bachelor of Arts: Mass Communication (Second Class Honours)***  
Major Course: Television Broadcasting  
Minor Course: English  
GPA: 3.29

**LANGUAGE SKILLS:** English: Excellent (TOEIC Score: 895)

**COMPUTER SKILLS:** Windows, McIntosh, Microsoft Office, Photoshop,  
Windows Movie Maker, iMovie, Lotus Notes and Fidelio

**REFERENCES:** Furnished upon request

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