**Human Resources Director/ Country Head of HR**

Expected Salary: 230K negotiable

Availability: Immediately

**PROFILE:** Dedicated HR professional with 23 years of experience managing a full spectrum of human resources programs, services and functions. Extensive background in HR generalist affairs, including experience in employee recruitment and retention, staff development, mediation, conflict resolution, benefits and compensation, training and development, HRIS implementation, HR records management, HR policies development and legal compliance. Proven success introducing modern HR process implementation and improvements with strong background in Administration, Procurement and IT.

**AREAS OF EXPERTISE:**

|  |  |  |
| --- | --- | --- |
| * HR Department Startup | * HR Policies & Procedures | * HRIS Technology Implementation |
| * Compensation & Benefit Design and Administration | * Succession planning/ management practices and programs | * Employee and Management Training & Development |
| * Payroll Management | * Labor Issues & Compliance | * Organization Development |
| * High Performing Talent Acquisition | * Employee Relations | * Performance Management |
| * HR Program/ Project Management | * Alternative Dispute Resolution | * Disciplinary Procedures |
| * Facility Management | * Mediation & Advocacy | * General Administration |

**VALUES:**

|  |  |  |  |
| --- | --- | --- | --- |
| * High commitment | * Can-do attitude | * Result-oriented | * Detail-oriented |
| * Hands-on | * Rational | * Impartial | * Conscientious |

**PROFESSIONAL EXPERIENCE**

**Country Head of HR & Administration**

**JT INTERNATIONAL (THAILAND) LIMITED** (04/15 – 10/15)

*Business Type: Tobacco Japanese/Swiss Firm*

Lead and manage the full services in HR scope, not limit only strategy but also operations and process in related to HR Functions, compliance with labor laws & regulations and corporate policy; all including Compensation and Benefits, Training and Development, Recruitment, Talent Management & Succession Plan, Performance Management, employee relations, Organization Effectiveness, Workforce Data and General Administration

**Key Accomplishments:**

* Acquired new talents on board to gain trust back from each departments to HR function to meet the business agenda and rapid growth in Thailand.
* Fostered a teamwork/open-door environment conducive to positive dialogue across the organization to gain back respect and confidence from all employees.
* Conducted research and analyzes data on Thailand Pay Bands.
* Analyzed country employee engagement survey’s result to short and long term plan.
* Gradually adjusted and reconciled employees' compensation and benefits program into Anchor Band standard.
* Counseled main distributor establishing standard HR operations and planning to align with JTI’s business agenda and growth plan.
* Instituted new payroll outsourcing to standardize payroll process with ePayslip and eTax-Document.
* Implemented and reinforced disciplinary procedures with labor act compliance. Implemented an Alternative Dispute Resolution (ADR) program with anticipated savings in litigation costs and focal pointed of mediation and advocacy of conflict issues.

**Head of Human Resources Management (Vice President)**

**AP (THAILAND) PUBLIC COMPANY LIMITED** (01/12 – 03/15)

*Business Type: Property Development Thai Firm*

Implemented and managed the full scope of HR Management, not limit only strategy but also operations and process in related to HRM Functions, compliance with labor laws & regulations and corporate policy; all including payroll, compensation and benefits management, high turnover business recruitment, workforce strategy and planning, employee relations, labor law compliance and HRIS implementation

**Key Accomplishments:**

* Played a key role as a reengineering person in ensuring the successful launch of modern HRM strategies, strategic analysis and execution. Structured and implemented programs and policies & procedures in the areas of recruitment strategy and process, compensation structures, welfare & benefits management, student trainee program, new-employee orientation and termination.
* Implemented strategy of recruitment plan, sourcing channel management, selection methodologies, time to fill and recruitment performance measurement and analysis to meet organization workforce planning.
* Fostered a teamwork/open-door environment conducive to positive dialogue across the organization. Personal efforts were cited as the driving force behind branch's employee-retention within an industry where high turnover is the norm.
* Implemented HRMS applications and integrated Lumesse and Humatrix Cloud Technologies in modules of Talent Management and Acquisition, Workforce Planning and Transferring, Headcount Management, Performance Management, Training & Development Management, eLearning, Career and Succession Planning, 360-Degree Feedback, Questionnaire, Compensation Management, eLeave and Time Attendance/ Shifts Management.
* Transformed HR initiatives program into full compliance in HRIS implementation. Trained managers and associates on procedures established on system.
* Implemented and reinforced disciplinary procedures with labor act compliance. Implemented an Alternative Dispute Resolution (ADR) program with anticipated savings in litigation costs and focal pointed of mediation and advocacy of conflict issues.
* Instituted new payroll outsourcing to standardize payroll process with ePayslip and eTax-Document.
* Brought employee caring program into full compliance supporting HR services strategy.
* Reduced benefits costs through meticulous recordkeeping and ensuring that company did not pay for benefits for which employees were ineligible.
* Initiated tax reduction, saving plan programs and healthy roadshows to instruct all employees.

**Regional Human Resources Manager SEA**

**BRENNTAG INGREDIENTS (THAILAND) PUBLIC COMPANY LIMITED** (05/11 – 12/11)

*Business Type: Chemical Distribution German Firm*

Led and managed the regional strategies and High Performance Organization strategic planning. Performed as an HR Business Partner to serve as focal contact point with Managing Director and Country HR Manager for 14 countries:- Australia, New Zealand, Bangladesh, Cambodia, China, Hong Kong, India, Indonesia, Malaysia, Philippines, Singapore, Taiwan, Thailand, United Arab Emirates and Vietnam.

**Key Accomplishments:**

* Led and managed regional employee engagement survey in 14 countries to provide analysis and reports to regional management office for short and long term planning.
* Played a key role in ensuring the successful culture change strategy and management of Thailand office after merging & acquisition processes.
* Dealt with freelance programmers to resolved existing ePerformance Management program in order to launch mid-year competencies & IDP assessment in full compliance as pre-scheduled.
* Introduced new applications to re-implement core SEA workforce management, Salary Base Data, ePerformance Management program, Target Agreement Bonus System (TABS) and 360-degree feedback in South East Asia.

**Human Resources Director**

**EFFICIENT ENGLISH SERVICES LIMITED (WALL STREET INSTITUTE)** (04/08 – 02/10)

*Business Type: English Language Academy Franchise (Chain Store) French Firm*

Lead and manage the full services in HR scope, not limit only strategy but also operations and process in related to HR Functions, compliance with labor laws & regulations and corporate policy; all including payroll, compensation and benefits management, high turnover business recruitment, workforce strategy and planning, employee relations, labor law compliance, talent management and succession plan, training and development, performance management, organization effectiveness and HRIS implementation

**Key Accomplishments:**

* First Thai HR Director in Thailand who successfully structured and implemented HR strategies, operations, process and policies & procedures.
* Solved existing headcount shortage crisis after 3 months joining in both local and oversea recruitments.
* Developed Employment Agreement and Non-Complete Agreement.
* Planned strategic organization development and alignment, Organizational culture to support the attainment of company’s goals and employee satisfaction.
* Solved illegal work permit and teacher license issues across the board.
* Fostered a teamwork/open-door environment conducive to positive dialogue across the organization. Personal efforts were cited as the driving force behind branch's employee-retention within an industry where high turnover is the norm.
* Formulated employee manual covering issues including company rules & regulations, disciplinary procedures, code of conduct, policy and benefits information.
* Introduced and implemented company's first formal performance review program (KPI & Competency), creating a flexible and well-received tool.
* Implemented employee’s career development Plan and management’s development training program and management trainee program.
* Developed and implemented Oracle ERP Orisoft Application in modules of core workforce planning and management, EES leave and shifts management that sharpened organizational effectiveness by providing directors/ managers with practical tools and critical information.
* Reviewed salary structure and developed an innovative incentive program that was essential to the retention of key employees and to the hard-sell business’s ongoing success.
* Implemented and reinforced disciplinary procedures with labor act compliance. Implemented an Alternative Dispute Resolution (ADR) program with anticipated savings in litigation costs and focal pointed of mediation and advocacy of conflict issues in all levels.
* Handled Employee Communication programs such as Staff Newsletter, Intranet, Student Magazine, Labor Issues

**Human Resources Manager, Thailand**

**THAI AVIATION SERVICES LIMITED** (07/07 – 03/08)

*Business Type: Helicopter services to the global offshore oil & gas industry Thai-Canadian Firm*

Lead and manage the full services in HR scope, not limit only strategy but also operations and process in related to HR Functions, compliance with labor laws & regulations and corporate policy; all including payroll, compensation and benefits management, recruitment, employee relations, labor law compliance, succession plan, training and development, performance management including General Administration and IT responsibilities

**Key Accomplishments:**

* As the first HR Manager in Thailand, implemented HR strategies, HR operations, employee handbook and fundamental HR policies & procedures.
* Led and managed first employee satisfaction & upward feedback survey across the board to provide analysis and feedback reports to local management and HQ Office in Canada for problems awareness and short/ long term planning.
* Led and organized management team to formulate company vision & mission, short & long term directions.
* Formulated department’s role and responsibilities, job descriptions across all levels. "Shadowed" and interviewed employees to construct an accurate picture of the duties and skills required for each position.
* Revised salary structure, hierarchy system, compensation & benefits development plan, key employee retention program.
* Implemented career development criteria, succession planning, ‘shadow’ program, superior workforce and management training & development programs.
* Introduced company's first formal performance review program, creating a flexible and well-received tool.
* Retained Pilot trainee program efficiently.

**Senior Human Resources & Administration Manager (AVP)**

**LOCUS TELECOMMUNICATION INC., LIMITED** (05/02 – 07/06)

*Business Type: CRM System Integration Korean Firm*

Lead and manage the full services in HR scope, not limit only strategy but also operations and process in related to HR Functions, compliance with labor laws & regulations and corporate policy; all including payroll, compensation and benefits management, recruitment, employee relations, labor law compliance, succession plan, training and development, performance management including General Administration, Procurement and IT responsibilities

**Key Accomplishments:**

* As the first successful HR Manager in Thailand, implemented HR strategies, HR operations, company rules & regulations, employee handbook and fundamental HR policies & procedures.
* Organized and formulated department’s role and responsibilities, job descriptions across all levels. Communicated to employees to comprehend an accurate picture of the duties and skills required for each position.
* Implemented strategy of manpower budgeting and planning, recruitment plan, sourcing channel management, time to fill, selection methodologies to meet organization workforce planning.
* Revised salary structure, hierarchy system, compensation & benefits development plan, key employee retention program.
* Implemented career roadmap, succession planning, employee training and development programs, eLearning, superior workforce and management training & development programs.
* Led and managed company's first formal 360-degree performance review program, creating a flexible and well-received tool.
* Implemented Microsoft Axapta ERP Business Intelligent Application in modules of Human Resources, eLeave, Performance Management, GL, Bank, AR, AP, Inventory Management, Project Management and Questionnaire that sharpened organizational effectiveness by providing managements with practical tools and critical information.
* Setup Administration department handling all general affairs, legal supports, travel and logistics arrangement, office renovation, LAN and telephone wiring, facilities management, bureaucracy relationship, expat and executive’s caring and lodging, building management, asset and building insurance, CCTV security system, office automation management, company vehicle management, fixed asset management and auction procedures.
* Setup IT department to develop IT policy, managed and budgeted necessary business software licenses.
* Setup Procurement department to handle vendor selection and negotiation, review and maintain all company and projects’ purchasing agreement and non-disclosure agreement and inventory management.
* Fostered a teamwork/open-door environment conducive to positive dialogue across the organization.
* Initiated ‘Mentor’ program as the driving force behind employee-retention where high turnover is the norm.
* Brought employees care program into full compliance and initiated corporate social responsibility (CSR) projects.

**Senior Secretary to Country Manager**

**TYCO ELECTRONICS (THAILAND) LIMITED (former AMP Thailand)** (04/97 – 03/02)

*Business Type: Connectors and Network & Cabling Trading American Firm*

**Executive Secretary to Managing Director**

**PROJECTSASIA LIMITED** (08/94 – 04/97)

*Business Type: Project Management and Construction Management British Firm*

**Administration Manager**

**THE GALLEON PUBLISHING GROUP CO., LIMITED** (09/93 – 06/94)

*Business Type: Publishing British Firm*

**Office Manager *(Personnel and Admin)***

**3F ENGINEERING CONSULTANTS CO., LIMITED** (01/93 – 07/93)

*Business Type: Heavy Lifting for Construction British Firm*

**Secretary to Sales Department and Technical Sales Engineer**

**MERLIN GERIN (THAILAND) CO., LIMITED (current Schneider Thailand Co., Ltd.)** (06/92 – 12/92)

*Business Type: Electrical Energy French Firm*

**Senior Assistant Chief Receptionist**

**ROYAL PRESIDENT EXECUTIVE SERVICES APARTMENTS** (12/91 – 05/92)

*Business Type: Services Apartment Indian Firm*

**Front Office Staff (City Lodge Hotel Department)**

**THE BOULEVARD HOTEL (QUALITY INN CO., LTD.)** (11/90 – 11/91)

*Business Type: Hotel hospitality Indian Firm*

**EDUCATION**

Bachelor of Business Administration, Advertising Major (12/90)

*Ramkamhaeng University, Hua Mark, Bangkapi, Bangkok 10240*

**PERSONAL DATA**

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| --- | --- |
| Age: | 48 Years of Age |
| Religion: | Buddhism |
| Marital Status: | Single |
| Language: | Native Thai & Very Good English |
| Others: | Proficient in Microsoft Office Suite |
|  | HRIS applications (Lumesse, SAP, Microsoft Axapta) |