

Curriculum Vitae PROFILE



Impression

DR.THANIDA KRUISE AV VERCHOU SJOESTEDT



Education / Qualifications

Doctor's Degree

- (Integrated Tourism and Hospitality Management – HR Specialist)
At National Institute of Development Administration (NIDA)
Research Title: HUMAN RESOURCE MANAGEMENT PRACTICE MODEL
OF SUVARNABHUMI INTERNATIONAL AIRPORT, THAILAND

Master's Degree

- (Business Economics)
At National Institute of Development Administration (NIDA)
Research Title: The Analysis of factors affecting the value of Thailand
exported rice to Singapore

Bachelor's Degree

- (Business English - Hospitality and Tourism Management)
At Assumption University (ABAC)

Current job position

Senior Trainer, Impression Academy



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PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

Human Resources Department - Learning & Development Manager

Training Strategy and Planning :

1. Identify the training needs of the hotel and approve with DHR and GM.
2. Work with DHR and GM to create detailed annual training plan and budget.
3. Work with department heads to produce an annual training plan by department.
4. Coordinate and track all training being carried out in the hotel on an ongoing basis.
5. Analyzing a guest's complaint and creating a training method to solve the issue.

Training Operations :

1. Deliver certain hotel-wide training courses for all employees.
2. Train and support departmental trainers, and coordinate training delivered by department trainees.
3. Lead the Orientation process for all new employees.

Training Project :

1. Conduct English for Service Session.
2. Coordinate for Green Leaf Project.



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PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

Human Resources Administration Managers

Responsibility :

1. Managing the recruitment and selection process of the expatriate staff and reporting to Head Office in Hong Kong (GMAsia Hong Kong Limited).
2. Issuing Visa for Expatriate staff.
3. Preparing all necessary documents for Expatriate Staff's work permits.
4. Managing all schedules and processes of Visa, work permit applications, and 90 days notification.
5. Making a good relationship with Labor Department and immigration officer to make all application processes and negotiations more smooth.
6. Coordinating with FDA Bureau of Food and processing to apply the company' product FDA licenses.
7. Coordinating with Finance Manager (Head Office) in the preparation of monthly Payroll.
8. Overseeing and managing a performance appraisal system that drives high performance.



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PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

Human Resources Department - Learning & Development Manager (2)

Human resource support :

1. Support the recruitment and selection process.
2. Bridge management and employee relations by addressing demands, grievances or other issues.
3. Support current and future business needs through the development, engagement, motivation and preservation of human capital.
4. Oversee and manage a performance appraisal system that drives high performance.

Achievement :

1. Lead Avani Pattaya Resort team to be the winner of 365 Days of Service program for over 500 hotels in Minor.



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PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

Human Resources Department - Training Executive (1)

Training Strategy and Planning :

1. Develops an annual training plan.
2. Manages the training budget.
3. Assists department managers to develop and organize their training programs.
4. Assists department managers to train individuals designated as departmental trainers.
5. Conducts general orientation programs.
6. Organizes supervisory and management development programs.
7. Coordinates the use of outside training resources.
8. Organizes cross-training programs.
9. Assists management in analyzing training needs.
10. Completes monthly training report.
11. Performs other duties as assigned by Supervisor



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PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

Human Resources Department - Training Executive (2)

Administration Responsibilities :

1. Acknowledges and screens daily work schedule.
2. Conducts daily briefing and de-briefing in the absence of the Department Head.
3. Proposes an effective duty to ensure sufficiency of manpower in accordance to volume of business.
4. Establishes two-way communication with related departments.
5. Communicates effectively with guests, subordinates, immediate supervisors and other section heads.
6. Manages time effectively by meeting deadlines on time.
7. Administers personnel action on leaves & overtime requests, disciplinary actions and commendation as required.
8. identifies and solves problems in a professional manner.



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PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

Human Resources Department - Training Executive (3)

Technical Responsibilities :

1. Responsible for successful management and operations of Self Access Center measuring by progress of associate improvement of English communication skill
2. Knows and understands the job description of all positions in his/her department and beware of others.
3. Knows and understands policies relating to his/her department and others.
4. Recognizes good quality products and presentation.
5. Checks and improves all service standards established by the company.
6. Supervises staff activities to maximize revenue and minimize costs.
7. Provides assistance to the staff when required during peak periods.
8. Maintains grooming standards for all personnel.
9. Manages wastes by reducing and recycle the east's, carefully use of all resources.



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PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

Human Resources Department -Training Officer

Responsibilities

1. Coordinate, manage, and deliver training programs. Coordinate post-hire training for all new hires. Develop, deliver, and manage on-boarding and training curriculum for all new hires. Develop and deliver training programs for all middle management.

PROFESSIONAL SKILLS AND AREA OF INTEREST

- Human resource management
- Learning & People Development
- Organizational Management
- Hospitality & Service industry



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PROFESSIONAL AND ACADEMIC EXPERIENCES

Guest Speaker in the area of Human Resources AND Learning & Development in the hotel industry;

- Guest Speaker | Khon Kaen University 2023
- Guest Speaker | Kasetsart University, Sriracha campus 2022 - 2023
- Guest Speaker | Walailak University, Nakhon Si Thammarat 2022
- Guest Speaker | Maejo University, Chumphon 2020
- Guest Speaker | Suan Sunandha Rajabhat University 2019
- Guest Speaker | Faculty of Engineering, Chulalongkorn University 2019
- Guest Speaker | Tourism Authority of Thailand, Nakhon Si Thammarat 2019
- Guest Speaker | Naresuan University, Phitsanulok 2018



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