



KRISAKORN MUNINTHROWNWATTANA (ARM)

PERSONAL GOALS

To be a professional in job details field. And to be a part of organization that provides me a challenging job which helps me achieve personal as well as organization goals.

HOW TO CONTACT ME

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WORK REFERENCES

Ms. Chontira Kanaboon , Tel.0

Current: Assistant Managing Director of Business Network Development at Benz BKK Group

Mrs.Sivaporn Pawapom , Tel.0809482440

AVP of Training at Primo Service Solutions

Current: Human Resources Manager at Centara Pattaya Hotel

Ms.Jintana Phuditanapark , Tel.0889466941

SVP of Corporate Staregy & Assistant to President & Co-CEO Primo Group

Curent: Director of Process Improvement at Duble A

Mrs.Ramrada Kheangreang , Tel.0863599808

AVP of Service Development at Primo Service Solutions

Current: AVP of Internal Audit Management at Sino Thai

Ms.Sasithorn Pannont , Tel.

Current: Deputy Managing Director

Ms.Chananchida Thongkhumsuk

Current: Shop Manager at Ais

Mrs.Paphan Chotigasupa

Current: Area DOHR & Training at Shangri-La Hotel,Bangkok

Mr.Suradej Soonsomboon

Asst.DOHR at Shangri-La Hotel,Bangkok

Current: DOHR at The Sukhothai Hotel,Bangkok

WORK EXPERIENCE

HR DEPARTMENT HEAD AS CORPORATE HR MANAGER

Benz BKK Group

August 2022 - Present

PEOPLE DEVELOPMENT AS ORGANIZATION CULTURE (ENGAGEMENT) & INTERNAL COMMUNICATION

Flash Express Group

Dec 2021 - August 2022

(ORI PCL.,) CORPORATE STRATEGY & GENERAL MANAGEMENT AS SERVICE OPERATION AND DEVELOPMENT MANAGER

UNO Service

Mar 2020 - Nov 2021

(ORI PCL.,) CORPORATE STRATEGY & ORGANIZATION DEVELOPMENT AS ASSISTANT SERVICE EXCELLENCE MANAGER

Primo Service Solutions

Nov 2019 - Transfer to UNO

(ORI PCL.,) CORPORATE STRATEGY AS ASSISTANT SERVICE DEVELOPMENT MANAGER

Origin Property

Apr 2019 - Transfer to Primo

(AIS) RETAIL SERVICE MANAGEMENT AS SERENADE ASSISTANT

Advanced Wireless Network.

Jan 2018 - Mar 2019

(AIS) RETAIL SERVICE MANAGEMENT AS SALES & CUSTOMER SERVICE

Advanced Wireless Network

Aug 2014 - Dec 2017

HUMAN RESOURCE DEPARTMENT AS SERVICE LEADER -HR & GA DIVISION

Shangri-La Hotel,Bangkok.

2013 - 2014

EDUCATION HISTORY

YUNNAN NORMAL UNIVERSITY

Language and Culture in China

2013 - 2014

SUAN SUNANDHA RAJABHAT UNIVERSITY

Bachelor of Arts Program in Chinese

2010 - 2011

CERTIFICATION

- Continuous Professional Development for Problem Solving & Decision Making
- Continuous Professional Development for Leadership & People Skills for Excellence
- Continuous Professional Development for Effective Negotiation and Persuasion
- ISO45001:2018 Occupational Health and Safety Management System
- ISO9001:2015 Quality Management System

QUALIFICATIONS

- Generate and Run Report with accurate data from the system.
- Data analysis, Auditor, evaluation and conclusion.
- Have knowledge and ability in operations and training program
- Perform other ad hoc project as assigned.
- Good to management and communicate with team.
- Basic in Thai, English, and Chinese communication.
- Computer basic problem solving.
- Flexible working time and the priority tasks as well.
- Pro-active, energetic, self-motivated and able to work well under pressure.
- Problem solving, ready to be on field, take ownership in the handling issue.

Job details

2022 - Present

Corporate HR Manager, HR Department Head at Benz BKK Group

Job Details:

- Monitor overall HRM , HRD , ER , Labor , Payroll , Compensate & Benefit
- Develop and implement HR Strategies and initiatives aligned with the overall business strategy
- Design , Plan and implement as company's employee relations with employee to promote employee satisfaction
- Control testing and interviewing program
- Oversee and manage a performance appraisal system that drives high performance . Assess training needs to apply and monitor training programs
- Take responsibilities and administrate for HR department in terms of Recruiting - Maintaining - Developing Personnel - Compensate and Benefit - Training Plan - Succession Plan - HR Strategy, to have the readiness of personnel that meet the organization's goals.
- Take care and give advice to HR All BU
- Improving work processes of each department and internal audit
- Understand the strategic plans of organization and departments then can be converted into the people management plan both the number and the ability for supporting the strategic plan to become true.
- Able to create Career Path, Talent Management, Succession Planning to enable personnel to see an advancement opportunity. And prepare people for opportunities to come for maintaining good and talented people as the main force of organization.
- Push the performance management system (PMS) to be effective, create IDP plan and provide reasonable incentives for compensation.
- Manage compensation incentives and retain potential personnel including reasonable payment and competitive compensation.
- Drive the creation of added value throughout the organization.
- Carry out all other duties when assigned by President, VP and MD

2021 - 2022

Organization Culture (Engagement) & Internal Communication Supervisor, People Development at Flash Express Group

Job Details:

- Designs regular employee engagement communication vehicles to employees by creating multimedia messages.
- Supports design and administration components for employee engagement surveys.
- Helping promote a positive organizational culture and will be primarily responsible for the creation and execution of internal employee engagement and communications campaigns.
- Support and maintain the employee engagement programs and initiatives that support organizational goals and culture.
- Develop and communicate positive employee relations strategies and retention initiatives that foster and promote a culture of excellence.
- Encourage the adoption of relevant social media best practices into the corporate culture and support the company's internal social media related engagement projects, as well as recommending new systems and vehicles to improve the quality, consistency and timeliness of information.
- Prepare and monitor spending budget in relation to engagement and communication.
- Responsible to develop and implement communications, events and engagement plan.
- Responsible for Employee Engagement, Brand Management, CSR (Corporate Social Responsibility), Event Management.
- Design communication and engagement strategy, Initiate, implement and drive engagement roadmap. Develop and execute a clear corporate messages.
- Work across with Human Resource Business Partner team to implement and drive all related engagement activities.
- Initiate, implement and drive an engagement roadmap of company events including team's activities as the company-wide to reinforce the great place to work in Flash.
- Develop and execute a clear corporate messages including internal materials to ensure providing communication effectively to all employees.
- Administer and manage all reports, engagement programs analysis and use the result to redefine more interesting and attractive activities to increase employees' engagement.
- Developing, leading, Executing organization culture and change management strategies and plans.
- Plan, develop, and provide organization culture training and staff development programs, using knowledge of the effectiveness of methods such as classroom training, demonstrations, on-the-job training, meetings, conferences and workshops.
- Plans for long-term sustainability of organization culture.
- Assist in career development design and execution, new employee orientation.

2019 -2021

Assistant Service Development Manager (Operation), Corporate Strategy at UNO Service affiliated of Origin Property

Job Details

Retails Service Management & Development

- Develop and maintain 3rd party integrations to introduce new tooling solutions into our existing infrastructure.
- Build brands through the 5 sense. (Sight , Taste , Smell, Sound, Touch) to differentiate the brands of luxury brand, middle brand and local brand.
- Supervise operations team to ensure operational excellence and excellent customer services
- Address operational issues and concerns in a timely fashion
- Evaluate current operational strategies and recommend improvements
- Drive strategic initiatives from strategy development to execution to ensure growth and achievement.
- Determine staffing requirements, work assignment and schedules for side projects
- Develop and maintain operational procedures and guidelines for the team
- Communicate all operating policies and/or issues at team meetings
- Improve the quality of work for employee to have knowledge and expertise.
- Manage the daily workload according to the contract conditions.

Job details

- Preform manage and cost control (Budget, Store Management)
- Keep track of accrued income.
- Generate operational reports for MD and management as needed.

Business Development & Sales Marketing Plan

- CO-Committee and quality and performance appraisal team of Occupational Standards and Professional Qualifications for housemaid, building technicians and juristic persons for companies.
- Participants in the company's new business and create an action plan and income tracking.
- Plan strategies for online marketing and control costs and service quality.
- Marketing Planing and Sale Management. Maintain current customer base B2B and B2C segments, plan online marketing. And issue presenting a plan to find more customers B2C.
- Develop a back-end system to support customers.

HR & Training & Data Analysis

- Work closely with the MD and CEO, determine values and mission, and plan for short and long-term goals
- Manage the recruiting, training (OJT, Training year Plan) , and performance evaluation of operations personnel to ensure an effective team
- Plan, develop, analyses, design and implement training program and development programs and strategies for employees and organization
- Check and verify all monthly compensation and benefit.

Carry out all other duties when assigned ;

- Forecast annual budget year plans, manage organizational structure planning, manage revenues and manage of the overall organization.
- Pre-Opening Team for Staybridge Suite Bangkok Thonglor affiliated of Origin Property
- Pre-Opening Team for Hampton Hotel and Residence affiliated of Origin Property

Assistant Service Development Manager, Corporate Strategy Division at Primo Service Solutions affiliated of Origin Property

Job Details

- Control and standardize the service operation manual of all department that aligns with company's direction to achieve strategic business goals and operational objectives.
- Plan and control the operation of the operation department such as juristic person, building technician, housemaid and security to have good service and without complaints.
- Monitor performance and conduct people capability assessment to increase employee jobs performance.
- Inspect service quality, safety and cleanliness in each project for evaluation. (Juristic Person, Building Technician, Security and Housemaid)
- Compile the examination result summary and evaluating service performance and analyses risk point in providing service, what need to be improved, and strengths that can be used to create a good image for the organization and present to executives.
- Organize employee development and various activities as appropriate. To increase knowledge for employees.
- To coordinate and prepare document for internal department and contact with supplier regarding to (PR / PO, Payment, Quotation and other)
- Attend staff interviews with HR and conducting orientation for new staff for Service Excellence and Winning Metrics.
- Carry out all other duties when assigned by President, COO, MD, SVP and AVP

Assistant Service Excellence Manager, Organization Development Division at Origin Property

Job Details

- Carry out the preparation of personality and service quality, Work Instruction (WI), Service Operation Procedure (SOP) and apply the set in ISO.
- Prepare data and statistics, complaints and compliments of customers for analysis and evaluation.
- Co-create Winning Metrics from hotels for use with employees in real estate company.
- Create a training plan for employees in the organization.
- On-the-job training to employees.
- Perform audit of the operation of the juristic persons to create a winning metrics which includes service, building physical care and compliance with ISO standard.
- Conducting orientation for new staff for Service Development and Winning Metrics.
- Carry out all other duties when assigned by President, COO, SVP and AVP

2018 - 2019

Serenade Assistant, Retail Service Management at AIS Company.

Job Details

- Handle Workforce Management System; Employees' schedules, Overtime, Activity, Vacation Leave or staffing are sufficient to work during public holidays.
- Monitoring closely on product sales performance and consistency.(Grooming Standard, Customer Service, Target)
- So bring the problem that complained by customers
- Manage in part of operation to support sale employees and activity sale.(Gadget, Handset, Sim Card)
- Manage sales team to achieve target.
- Contact with Warehouse or Device Bundling Market Team. To request a special delivery.
- Observed the sub-branch (Telewiz Shop) in accordance with the rules and regulation of the company. (Grooming Standard, Making Display, Customer Service, And knowledge)

Job details

2014 - 2017

Sale & Customer Service, Retail Service Management at AIS Company.

Job Details

- Provide helpful service to customers concerning promotion choices.
- Making back-office functions separate documents, follow cases, and recheck the documents to be sent to the HQ.
- Manage a team to drive sale about Gadget and sent monthly report to Area Manager
- Training the new staff.

2013 - 2014

Service Leader -HR, Administrative & General Division at Shangri-La Hotel, Bangkok

Job Details

- HR Administrative; Handle Eagle System, Attendant Record, Employee Data, Payroll and Staff Benefit
- Assistant ER & CSR Tasks
- Welfare and Safety Committee program
- Carry out all other duties when assigned by DOHR, HRM
- Provide the accommodation for foreign employees
- Maintain human resources data bases to ensure correct recording of all staff and employment related information as required.