

**Suchada Srichalee**  
**13 Rue de Beaussier, Gatineau, QC J8T 7Z5**  
**Srichaleesuchada@gmail.com**  
**+1 819 213 2720**

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## **PROFILE**

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Results-oriented, creative, and self-motivated individual with excellent technical ability and able to produce work of exceptional quality. Excellent interpersonal and team management skills. Extremely effective working within a team environment to achieve specific tasks and capable of quickly developing professional relationships with both internal and external stakeholders. Strong work ethics with great problem solving, computer, organizational and communication skills. Areas of expertise include:

Human Resources Management  
Account Payable  
Hotel Management  
Team Leadership

Time Management  
Planning  
Customer Service  
Office Procedures

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## **PROFESSIONAL DEVELOPMENT**

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### **Education**

Bachelor English (BA)  
Bangkok University  
Bangkok, Thailand, 2004

Upper Intermediate Certificate  
The English Studio Language School  
London, UK, 2005

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## **TECHNICAL SKILLS**

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Microsoft Office (MS Word, Outlook, Excel, Power Point, Internet Explorer, SharePoint), Account Payable (Oracle PeopleSoft & SAP Ariba), Common social media programs for businesses Facebook, Twitter, LinkedIn.

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## **MANAGEMENT SKILLS**

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Scheduling & Planning, Communication, Hospitality and Hotel Management, Human Resources Management, Project Management, Office Management, Process Management

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## EXPERIENCE

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**Office Coordinator** **(Feb 2019 – Jan 2021)**  
**IHG (Thailand) Ltd.**  
**<https://www.ihgplc.com>**

InterContinental Hotels Group plc (IHG), marketed as IHG Hotels & Resorts, is a British multinational hospitality company headquartered in Denham, Buckinghamshire, England.

- Reporting to: Director – Shared Services
- Supported secretarial and general office work to Director and Commercial Manager
- Scheduled meeting arrangements internal and external
- Assisted in preparation of documents, presentation, proposals, and other documents as requested from time to time
- Compiled and distributed Hotel Performance monthly reports to Hotel Owner and management team (10 hotels)
- Coordinated all domestic and international travel arrangements & visa
- Reviewed and reconciled travel and expenses in the required online system (Concur)
- Partnered with HR to update and maintain office policies as necessary
- Assisted in onboarding for new hires and departure process for resigned employee
- Budgeted and organized in-house or off-site activities, like parties, celebrations and conferences
- Managed contract and price negotiations with office vendors, service providers and office lease
- Initiated and processed invoices with Account Payable team
- Liaised with facility management vendors, including cleaning, catering and security service
- Maintained the office condition and arrange necessary repairs
- Organized office operations and procedures
- Addressed employees' queries regarding office management issues
- Led Project work as required from time to time

**Personal Assistant – Shared Services** **(Mar 2017 – Jan 2019)**  
**IHG (Thailand) Ltd.**

- Reporting to: Head of Operation, Holiday Inn Express & IHG Shared Services – Asia Australia
- Assisted in maintaining general filing systems
- Accessed and used work related computer software packages and kept up to date with enhancements & latest upgrades
- Arranged domestic/ International travel for team
- Handled and process monthly business expense claim forms for the directors and managers of the Shared Services division

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- Coordinated the procurement of stationary, collateral, and business cards for team members
- Maintained & managed project plan of up & coming New Hotel Opening and refurbishments
- Translated (Thai to English) incoming letters, documents, and articles
- Assisted with Human Resources on all departmental on boarding & training activities
- Maintained confidentiality at all times on all matters

**Personal Assistant – Growth Team**  
**IHG (Thailand) Ltd.**

**(Mar 2016 – Feb 2017)**

- Reporting to: Director, F&B Concepts AMEA Director, Development Indochina
- Executed secretarial work and general office work for the Director, F&B Concepts AMEA, Director, Development Indochina and a third Director within the "Growth Team"
- Managed projects including but not limited to establishing and/or communicating project timetables, actions steps and status updates; follow-up, as appropriate, to ensure timely execution to meet established deadlines for the Director (s)
- Researched and compiled a variety of moderately complex data to include creating spreadsheets or databases for maintaining and reporting management information for Director (s)
- Researched competitor hotels information from various internet, published reports, media, newspapers and magazine and created report for Director (s)
- Created format reports and presentation materials utilizing various mediums and software packages
- Responded to and/or resolving internal/external inquiries regarding problems, complaints, appointments, and/or general information for the Director(s)

**Office Coordinator – Shared Services**  
**IHG (Thailand) Ltd.**

**(Nov 2014 – Nov 2015)**

- Reporting to: Director, Finance Business Support – Shared Services
- Assisted in maintaining general filling systems and Day- to-day secretarial work to include typing, filling, faxes, and telephones
- Booked travel for Shared Services team; directors, managers, and other Shared Services associates as requested
- Handled monthly business expense claim forms for directors, managers of Shared Services division
- Minutes taken of weekly, monthly & quarterly meeting for Finance and Sales & Marketing team
- Supported Business Support/ Finance department regarding credit applications process

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**HR Officer**

**(Mar 2012 – Oct 2014)**

**Company: CEVA Logistics (Thailand) Ltd.**

**<https://www.cevalogistics.com/en>**

CEVA Logistics is a global logistics and supply chain company in both freight management and contract logistics with US\$7 billion in revenues. Its head office is in Marseille, France, and it was founded in 2007, as a merger of TNT Logistics and EGL Eagle Global Logistics.

- Reporting to HR Director
- Provided administrative support to facilitate HR operations and other adhoc activities for HR teams
- Managed inventory of office supplies for HR Department
- Organized HR monthly meetings with logistical arrangements, invited relevant participants, collates discussion topics, and kept minutes for follow-up
- Managed visa and work permit processing for expat management
- Managed of car parking arrangements, including the records of car parking stickers, to ensure proper deductions of employees' car parking fees from their payroll and the payment of monthly fees to the landlord
- Provided administrative and secretarial support to HR Director
- Managed and supervised operator/receptionist to ensure proper handling of visitors, car parking stamps, receipt and distribution of mail/courier, and medicine cabinets
- Carried out special requests/projects and any other work as assigned

**Accomplishments:**

- Implemented car parking policy which reduce cost of car parking expense by 50% from previous year.
- Project leader in setting up First Aid & Recreation Room for Bangkok Head office

**HR Officer**

**(Jul 2010 – Jan 2012)**

**Geodis Wilson Thai Ltd.**

- Reporting to the HR Manager
- Supported and managed all of HR functions
- Supported necessary documents for notifications of new hires and departures to relevant government offices and agencies, i.e., Social Security, Workmen Compensation, Insurance provider and brokerage, etc.
- Collaborated with relevant departments to manage Return of Property with departing employees and ensure proper receipt of company assets by relevant departments
- Supported the preparation of and administration related to employment procedures subject to company work rules and labour requirements, i.e., disciplinary actions, warning letters, termination notification letters, etc.
- Organized travel arrangement for staff and guests as required

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**Spa Assistant Manager** (Mar 2009 – Dec 2009)  
**Coran Boutique Spa Sukhumvit Soi 11, Bangkok Thailand**

- Reporting to: Spa Manager (Owner)
- Covering all aspects of spa
- Managed daily work schedule of therapists
- Emailed to overseas customers and making reservations
- Managed inventory and orders of spa products with suppliers

**General Assistant** (Jan 2006 – Sept 2008)  
**Heathmount Boutique Hotel Inverness, Scotland, United Kingdom**  
**<https://www.heathmounthotel.com>**

The Heathmount is a small family-owned boutique hotel with a fabulous kitchen, bar and a heated terrace located close to the centre of Inverness, in the Highlands of Scotland.

- Reporting to: General Manager / Owner
- Covered all aspects of the bar, restaurant, and reception
- Handled reservations for hotel accommodation
- Supervised and cocktail train bar staff, and restaurant staff