



Name-Surname: Nate-tra Dhevbanchachai, D.HTM
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- Present Responsibilities:
- Trainer and Consultant: service excellence / leadership / human resources planning and service excellence development for both government and private sector, domestic and international projects (Early 2022 – present): Ministry of Industry and Ministry of Public Health together with private sectors.
 - Consulting Committee Member: Deaf contest division joint with Thailand Deaf Association, Thailand (2021-2024/2564-2567)
 - Volunteer work: Dhamma interpreter for foreigners in Dhamma centers in Eastern part of Thailand and for international Dhamma practitioners via online video conferencing application (2018 – present).

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- Language proficiency:
- Thai (mother tongue) English (Fluent)
 - Mandarin and French (basic verbal conversation)
 - Sign language (basic conversation)

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- Education:
- Doctoral program in hotel and tourism management program, Hong Kong Polytechnic University, Hong Kong: **Degree: Doctor of Hotel and Tourism Management, Hong Kong (2018)**
 - Master of Education in Organizational Training and Management, Glion Institute Higher of Education, Switzerland (GPA 3.78 with Thesis requirement Joined Degree with Endicott College, USA): **Degree: Master of Education in Organizational Training and Management in Hospitality Industry, Glion Institute Higher of Education, Switzerland (2005)**
 - Bachelor in International Hospitality Management, Glion Management Center, Switzerland. (Graduate as Honor Society ETA SIGMA DELTA –International Hospitality Management Honor Society, Washington D.C. United States – with dissertation requirement): **Degree: Bachelor in International Hospitality Management, Switzerland (1998)**
 - Diploma in Hotel Management, Centre International de Glion, Switzerland (With distinction): **Degree: Diploma of Hotel Management, Switzerland (1996)**

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- Recent Award:
- An outstanding 2020 teaching performance, College of Management, Mahidol University
 - An outstanding Faculty 2017, Mahidol University International College

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- Special certification:
- A Certified Enneagram practitioner and coach, Madanes School of Enneagram and International Coach Federation (Training in Bangkok).

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- Brief work history:
- Director of Administration, Thailand Textile Institute, Ministry of Industry: strategic work, general administration, human resources, finance including setting up the Academy and international work projects (2020-2021)
 - General Manager, Salaya Pavilion Hotel and Training Center, Mahidol University International College, Thailand: entire strategic management and operational work, managing the synchronization of work and education as a training center, internship and customer satisfaction management both local and international aspects. This includes corporate social responsibility project creations for the center. (2009-2019)
 - Program Director & Lecturer, Tourism and Hospitality Management Program, Mahidol University International College, Thailand: divisional strategic, objective work plan, quality assurance process in the role of program director and human resources lecture both bachelor and master levels in the role of lecturer. (2006-2020)

- Director of Human Resources, Banyan Tree Phuket Resort, Thailand: human resources planning & management, trade union management, and employee development, training curriculum & training activities and corporate social responsibility as well as a special CSR project after Tsunami event. (2003-2005)
- Training Manager, Banyan Tree Phuket Resort, Thailand: employee training and development, curriculum creation in responding to the corporate vision and values as well as customer satisfaction maximization through various employee engagement and development activities. (2002-2003, then promoted to be DHR).
- Quality Assurance Manager, Banyan Tree Group, Singapore: service standardization set up for all brands and standard localization design of each country. (2000-2001, then promoted to be training manager)
- Assistant Managing Director, Performa (Thailand) Company Limited (Training and Consulting Company): responsible for quality assurance of administration department as well as training activity & consultancy work support on hotel, airline and luxury brands. (1999-2000)
- Assistant Director of Studies, Glion Institute of Higher Education, Switzerland: education and administration coordination for faculty members as well as spearheading accreditation project with Swiss hotel association. (1997-1998)
- Flight attendant (last position as First-Class purser), Cathay Pacific Airways, Hong Kong: inflight customer experience and satisfaction on both regional and international flights in all classes: economy, business and first class. (1991-1995)

Special assignments:

- Corporate training assignment, Banyan Tree Group, Singapore: special responsibility from corporate office during pursuing training manager at Phuket: special training standardization across the brand on "brand orientation", curriculum set up and its training activity standard for each brand.
- Assistant Executive Housekeeper: special position given during internship in Movenpick Cadett, Switzerland: supporting the hotel management as part of management team and perform as duty manager assigned by general manager.

Samples organizations of consultancy and training works, updated until 2023.

- Service Excellence Consultant: Bangkok Chiangmai Hospital, Chiangmai, Thailand designing service excellence training curriculum and producing the service manual as well as conducting the training courses for 800 members for the organization.
- Project Consultant: ASEAN-Hong Kong Free Trade Agreement Project: Capacity Development on Textile & Garment Industry and its Sustainability for SMEs of CLMV countries: participants from Vietnam, Cambodia, Laos and Burma including Thai members organized by Thailand Textile Industry, Ministry of Industry.
- HR Consultant: THAILAND TEXTILE INSTITUTE, Ministry of Industry, providing the direction to Executive Director on HR planning and development for the organization.
- Central group (Corporate Social Responsibility Division) join with Rachasuda College, MU: Consultant on disability hotel-service curriculum creation and training on "personality development" and "service excellence for disabilities" courses for disabilities staff in particular the Deaf.
- Siam Tak Company Limited, Thailand: Consultant on service excellence and training on "management & leadership" and "customer satisfaction maximization" courses, for entire management team and staff emphasizing on sales team.
- The Library Resort, Samui, Surathani province, Thailand: Consultant on service excellence and human resources development consultant and training on "service behavior excellence and leadership skills" courses for entire management team and resort staff.
- International Labour Office, United Nation: Consultant on human resources management and people development for Green Business Asia Project for 11 resorts in Phuket, Thailand.
- International Financial Corporation, Mekong Private Sector Development Faculty, World Bank Group: Training projects for hotel owners in Paksa, Laos on "human resources management" and "service excellence" courses.

- TCEB Thailand Convention and Exhibition Bureau: Performing as Thailand representative in presenting the event standardization in AEC representative meeting organized in Bangkok, Thailand.
- Asian Institute of Technology: international training project on "human resources management and service excellence" courses for bankers, educators, business investors from various countries such as Pakistan, India, Cambodian, Tibet and Bhutan. For instance.
- Property Perfect Company Limited: Training projects on "service excellence" and "Personality development" for entire management and staff team. Training on "management and leadership" course for entire sales and after sales-service departments from all branches within Thailand.
- Techno Sales Company Limited (Lamina Film): Training projects on "Personality development" for management team and "Service Excellence" for entire staff team as well as "Service behavior" training course for 450 dealers within Thailand.
- Retail business Big C Super Center Limited: Training projects on "Leadership in the Pipeline", "Change Management", "Managing team", "Personality Development" and "Customer Experience" for general managers from 150 branches within Thailand.
- The Heart by Siriraj: Consultant on human resources development and training on "service behavior excellence" for entire nursing and staff team.
- Bumrungrad (international) Hospital: Consultant on service excellence development and training on "service behavior excellence" for executive team, nursing and staff team as well as training "train the trainer" for the trainer team both nursing and staff.
- Siriraj Piyamaharajkarun Hospital: Consultant on service excellence and training on "service behavior excellence" for top management, nursing and staff team.
- Siriraj hospital: Training projects on "service orientation" course for graduate nurses, "service excellence" for entire nursing and staff team, "personality development" for management and staff team in various faculties & departments.
- Ramathibodi School and Ramathibodi Hospital: Training on "personality development" course for executive and management, "service excellence" and "personality development" for entire nursing and staff team in various faculties and departments.
- Red Cross (Thailand): Training projects on "personality development for executive and management" course for executive and management team members.
- Blood Donation Center, Red Cross (Thailand): Training project on "service excellence" course for entire center emphasizing the right attitude and behavior in providing services to the donors.
- Community Organization Development Institute (CODI): training projects on "management and leadership" for entire management team, "problem solving and decision making" for entire staff team.
- Kasikorn Bank, Thailand: Human Resources consultant and training on "brand management, human resources development, change management" courses for all SMEs owners in various business within Thailand.
- Bangkok Bank: Training on "personality development" course for YIP program, SME's owners (business descendants) within Thailand.
- Siam Commercial Bank join with Thammasart university: "Human resources management training" course for various businesses of all SMEs owners (business descendants) within Thailand.

Organizations (governmental sector): management & employee development:

- 1.** Port Authority of Thailand, Ministry of Transport: training on "personality Plus for management talents" course, talent development program, preparing selected talents to be promoted as management position. (2021-2022).
- 2.** Thailand Textile Institute, Ministry of Industry: consultant on "human resources management" and training on "Management & leadership" for management team, "new trend-new team" for entire staff (2019-2021).
- 3.** Department of Thai Traditional Medicine and Selective Medicine, Ministry of Public Health: training on "leadership and personality development" for executive team emphasizing leader role model (2020-2021).
- 4.** Department of Agriculture, Ministry of Agriculture and Cooperatives: training on "personality development" for all agriculture academic & educational personnel throughout Thailand. (2013 – 2019).
- 5.** Revenue Department of Thailand, Ministry of Commerce: training on "personality development for executive" for management team throughout Thailand, "service excellence" for management and staff team from several branches throughout Thailand (2010-2018).
- 6.** Naval Medical Department, Ministry of Defense: training on "social manner and personality" development for soldiers and staff for bettering the image of the department especially in providing services or work coordination both in and outside of the department, "leadership skills" and "English proficiency" training courses. (2014-2018).

- 7.** National Institute for Development of Teachers, Faculty staff and Educational Personnel, Ministry of Education: training on “new trend of teacher”, “personality development for teachers”, “Thai culture and the Thai Living” for local teachers and international teachers respectively. (2015-2018).
- 8.** Treasury Department, Ministry of Finance: training on “service excellence to community and customer” for entire treasury department emphasizing in providing right service behavior as a good role model (2014-2017).
- 9.** Department of Tourism, Ministry of Tourism and Sport: long-term service development for service provider in Thailand, training on “Thai hospitality and its service excellence” for hoteliers and service-related business provider/owners throughout 38 provinces for more than 3000 hotels in Thailand emphasizing a hosting concept for international tourists and other service-related training courses (2007-2016).
- 10.** Department of Empowerment of Persons with Disabilities, Ministry of Development and Human Security: training “Disability care and service excellence” course for management and staff in order to inspire the staff to understand disabilities and developing the right attitude in providing services to disabilities (2013-2017).

For instance (full CV on request). End of Brief Profile.