



VANNESSA NG SHRM-SCP

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Corporate Human Resources Strategy | Global Workforce planning | Digital Transformation
Culture Design Plan | Change and Conflict Management | Global Compensation & Benefit Design
Talent Management Revamp | Global Talent Acquisition | Organizational Development
Diversity & Inclusion | Greenfield Projects & Setups

Languages: Fluent in written and spoken English, Spanish, Cantonese and Mandarin

Work Authorization: USA citizen, New Zealand, Hong Kong and Australia

EMPLOYMENT HISTORY

PricewaterhouseCoopers - (Sub-contractor 3-month project), Hong Kong

November 2019 to Feb 2020

Acting as advisory on a Human Resources Transformation project for an integrated casino hotel project in Macau, with a total headcount of over 20k.

- Helped confidential client (i) refine people and organization related structure, (ii) enrich HR policy framework, (iii) clarify cadence on policy approval, and (iv) define overall HR team structure.
- Supported project by validating project team's proposals, provide reference material and act as discipline/ industry subject matter expert.

Rosewood Hotel Group- based in Hong Kong global headquarters

June 2017 to October 2019

Vice President of Talent and Culture

Corporate Director of Human Resources Development

- Total headcount 9,000+ across four brands in over 20 countries- Rosewood Hotels & Resorts, New World Hotels & Resorts, pentahotels, and KHOS. 2019-2023 the group was projected to double the portfolio size and increase global headcount by 13k+.
- Oversaw a corporate team of 8 with dotted line from field and regional HR of 47+.
- Drove talent and culture strategy for Rosewood Hotel Group- Designed leadership strategic workshops with CEO, creating a 3-year strategic plan for the global talent and culture organization.
- Reported directly into the CEO (6 months)/ CHRO, oversaw global human resources with specialization in Total Rewards and led the Digital HR Transformation project.
- Led company human resources digital transformation strategy- worked with PwC in directing the Art of Possible workshop, created project blueprint and roadmap, business case, orchestrated vendor selection & RFP, financial modelling, and roll out plan.
- Revamped performance management programs- design, change management and implementation of Talent Compass tool.
- Redesigned the executive workforce planning process, built in a more structured and objective program to prepare for organizational growth.
- Led the Compensation Committee with CFO, CEO, GVP Legal and CHRO for the global organization. Reviewed and standardized overall global corporate incentive program to achieve maximum strategic alignment. Upgraded the senior executive Short & Long-Term Incentive Program, and Developers' Incentive Program.
- Global compensation and benefits design- hotel executive bonus revamp, standardization of total rewards, oversaw global mobility, and drove regional benchmarking studies.
- Streamlined the annual bonus and merit review cycle for corporate teams cross regions.
- Preopening support for 12 hotels- drove recruitment activities for key hires, preopening budget, manning planning, conducted training, supported hotels in following critical path to achieve preopening milestones, and built employer branding in greenfield projects etc.
- Budget responsibility for the HR department at the corporate level, as well as sending budget instructions to all hotels.
- Counseled and guided all corporate leaders during budget cycle in workforce planning, reward and market adjustments. Ongoing control and oversight to ensure company achieve financial goals.

Regional Director of Human Resources- Americas

- Directed HR function for COMO Metropolitan Miami Beach and COMO Parrot Cay, Turks and Caicos. Part of hotels’ planning committee team. Total headcount of 500 plus.
- Opened group first flagship hotel in US.
- Maintained average top three spot on Trip Advisor since hotel opening in the area of over 200 hotels for the first two years, with reviews highlighting approach and quality of service provided by team members.
- Spearheaded all HR functions at Miami from hotel pre-opening. Created automation in HRIS, ATS and payroll solutions from RFP stage to implementation and maintenance of systems.
- Reduced turnover rate by over 50% through equitable total reward strategy, aligned culture and a focus on employee relations and wellness.
- Designed and administered compensation structure, wellness, benefit and retirement programs. Achieved the highest employee satisfaction score in 2014 group-wide on our benefit satisfaction across regions.
- Change management and proactive support through stages of organizational restructuring and leadership transitions.
- Development of global and local recruitment strategies to achieve quality hiring within budgets in challenging labor markets. Successfully build on employer brand in new and existing markets.
- Creation and implementation of Employee handbook and benefit manuals, in accordance with Company's vision and values whilst maintaining legal compliance to all applicable labor laws.
- Payroll master: biweekly payroll administration, ensuring FLSA compliance and keeping ahead of compensation trends of the market.
- Managed all workers compensation, EEOC and unemployment claims. Effectively minimizing company exposure.
- Performance management using balanced scorecard program, KPI-based and competencies-based models.

Assist-Card - member of Starr Companies, premier provider of travel assistance and insurance in over 107 countries, Miami FL

Human Resources Manager

June 2011 to December 2012

- Directed and managed Human Resources functions for USA head office.
- Led and directed HR department from policy and procedure manual creation, ensure general compliance, conducted internal auditing, employee development and retention programs, structured performance appraisal processes, and supported M&A transitioning.

Butterfly Effects LLC – start up health care provider, Miami FL

Human Resources Manager

May 2010 to June 2011

- Reported into CEO, spearheaded and set up of all Human Resources components for start-up business.
- Developed full life cycle recruitment nation-wide, implemented organizational HRIS systems, oversaw training programs, retention initiatives, and disciplinary and corrective processes.

The Sol Group Corporation (Sol Melia Hotels & Resorts), Miami FL

Executive Assistant to SVP of Premium Portfolio

December 2008 to May 2010

Marriott Hollywood Beach Hotel, Ocean Properties Ltd, Fort Lauderdale FL

Human Resources Manager

April 2007 to August 2008

Head of HR unit on property. Provided guidance to management staff in effective recruiting and interviewing techniques to achieve successful hiring and retention. Ensuring all team members were afforded a healthy workplace through promoting HR best practices.

Various roles in NGO’s, community and mental health agencies, Auckland New Zealand

2004 to 2007

EDUCATION/ PROFESSIONAL DEVELOPMENT

Society for Human Resources Management Senior Certified Practitioner (SHRM-SCP) credentialed

2016

Bachelor of Arts, Psychology

2003

University of Auckland, Auckland, New Zealand - Awarded the ‘Senior Prize’ for excellent academic results