



Vanessa L. Suatengco

Objective

General Manager of a 5-star Deluxe Hotel and eventually assume group/area General Manager Responsibilities

Experience

March 2009 – Present

General Manager, Diamond Hotel Philippines

500 rooms/ 5 Restaurants/ 1 Ballroom/ 16 function rooms/ 280 employees

August 1997 – January 2009

Resident Manager, EDSA Shangri-La Hotel, Manila, Philippines

658 rooms / 8 Restaurants & Bars / 33 Function Rooms & 2 Ballrooms / 721 Employees

1994 – 1997

Director for Human Resources, EDSA Shangri-La Hotel, Manila, Philippines

1986 – 1994

Human resources Manager, the Manila Hotel, Manila Philippines

650rooms / 8 Restaurants & Bars / 25 Function Rooms & 2 Ballrooms / 1140 Employees

1981– May 1986

Personnel Manager, Silahis International Hotel Manila, Philippines

236 rooms / 5 Restaurants & Bars / 200 Employees

1980– 1981

Consultant/OfficeManager, Nutech Circuits Inc, Paranaque , Metro Manila Philippines

Seminars/Projects/Assignments/Conferences

E- Cornell Programs on Financial Mgt/Acctg for Non Finance Mgrs

HACCP Certification Training/ Certified with Credits

Shangri-La Food Safety Management Systems/ Certified Trainer

Master Trainer for the SHANGRI-LA CARE PROGRAM

One month assignment in Shangri-La Singapore

One month assignment in Shangri-La Beijing

ASEAN Promotion Center on Trade, Investment and Tourism Training the Trainers

Program on Japanese Customer Service, Tokyo, Japan

American Society for Testing and Development Conference,

New Orleans, Louisiana

Cornell University, Ithaca, New York; USA

Cross Exposure Program with Hotel Victoria, Hong Kong

Education & Training

Units leading to a Masters Degree in Business Administration
De La Salle University Business School,
Units leading to a MA in Industrial Psychology
Ateneo de Manila University,
Units leading to a MA in Psychology
Boston University, Massachusetts, PA, USA,
Bachelor of Arts, Major in Psychology
Assumption Convent, Makati, Metro Manila,

Languages

Fluent in English
Fluent in Filipino and some local dialects
Fair in Spanish

Personal Information

Female, Filipino Citizen, Married

Others:

Certified Auditor of Department of Tourism Accreditation Standards (present)
Board of Trustee for Tourism Congress of the Philippines (TCP)
Also appointed Treasurer of the TCP (2013-2015)
Board of Director – Hotel and Restaurant Association of the Philippines (HRAP) 2012-2015 / 2015-2017
Member – Management Association of the Philippines (M.A.P)
Appointed as a Member of Board of Directors representing Accommodation Enterprises / Tourism Promotions Board (present)