

# Supanun Ittharat

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## SUMMARY

Extensive experiences in Order Management & Account Analyst. Ability to formulate action plans for problem solving. Outstanding relationship building skills and driven to succeed. Proficient multi-tasker and time manager. Jovial, infectious personality and a natural leader.

## EDUCATION

- **Master of Business Administration (MBA)** 2014  
from University of Newcastle, Australia
- **Bachelor of Business Administration (B.B.A.) in Global Business** 2012  
from Khon Kaen University International College, Thailand
- **Manukau Institute of Technology in Auckland, New Zealand** 2009  
ESOL Program during the summer semester

## PROFESSIONAL EXPERIENCES

**Order Management & Account Receivables Analyst of** **March 2014 – Present**  
**Procter & Gamble Pte Ltd, Singapore**

- ❖ **Improve order fulfillment process** – work closely with Market planner & Sales to provide products based on customer's demand. Participate with a team to establish the tools that customers can use to upload in their systems then they can see valid/ updated codes, available stocks and allocation limit in daily basis.  
**Resulting in:** reduced product out of stock issue at customers end & enhanced service level
- ❖ **Eliminate non-quality orders** – by conducting monthly tracking report, analyze root causes and represent to internal team (MDO logistics & Sales organization). Analyze customer characteristics and adjust order cycle to match with customers' needs.  
**Resulting in:** reduced time of processing orders, timely deliveries, eliminated non-necessary costs.
- ❖ **Market's Deduction Owner** – sustain deduction target via weekly drumbeat with financial team and established escalation process & standardized tracking to team.  
**Resulting in:** improved market daily deduction & results achieved above target by 20%, faster aged deduction clearing from 30 days to 26 days in average
- ❖ **Market's Overdue Owner**: daily monitor & follow up with team to ensure customers make payment on time, identify root cause of late payment, provide timely action plan & escalation steps.  
**Resulting in:** reduced DSO (day sales outstanding) for market & decrease orders on hold due to credit blocked / exceeded

**Marketing Assistant (intern) of  
C.P Intertrade Co.,Ltd, Bangkok, Thailand**

**June 2011 – Dec 2012**

- ❖ ***Developed the overall strategy for several product launches*** – wrote and managed marketing plan, product positioning. Conducted focus groups and usability testing to gather customer feedback. Provided understanding market, competition and sales process  
***Resulting in:*** grew 18% of company's sales

**Customer Service of  
Muang Thong Bhasaj Co., Ltd, Ubon Rathathani, Thailand**

**July 2009 – June 2010**

- ❖ ***Expanded medical business to Laos customers*** – conducted survey to understand customers' demand. Responded on pricing inquiry, provide accurate and timely information. Established good relationship.  
***Resulting in:*** improved customers' satisfactions and they became loyalty customers

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## **SKILLS**

- Thai as native language
- Good command of spoken and written English
- Good understanding of Laos language
- Basic understanding of Mandarin
- Proficient in MS office applications, Adobe Photoshop, SAP, CRM, CMS supervisor, AVAYA and social media.