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Professional Experience

Conicle Co., Ltd., Bangkok, Thailand

A company which specializes in SaaS Learning Management and Human Resource Development System

IT Project Manager (January 2018 – Present)

Projects:

- Thai PBS
- PTT
- PTT OR
- PTT BSA
- AP Thailand
- AIA Group Limited
- The Faculty of Commerce and Accountancy, Chulalongkorn University (Space by CBS) (External use – B2C)
- The Electricity Generating Public Company Limited (EGCO Group)
- Global Power Synergy Public Company Limited (GPSC Group)
- Honda Automobile (Thailand)
- Siam Makro Public Company Limited
- Sansiri Plc.
- King Power Group
- Kiatnakin Bank Public Company Limited
- T.C. Pharmaceutical Industries Co., Ltd.
- Advanced Info Service (AIS)
- Advanced Wireless Network Co., Ltd.
- Charoen Pokphand Foods
- Thai Red Cross Society
- Advanced Info Service (Internal use – B2B)
- Kiatnakin Bank Public Company Limited
- Gulf Energy Development Public Company Limited
- Etc.

Main Roles and Responsibilities

- Create project timeline during the sales and planning process
- Gather the requirements in pre-sale and post-sale phase along with BA/SA and PO
- Supervises the overview of Business requirements, Business solutions and work processes of all related Project
- Monitor and control project execution according to plan
- Coordinate with various parties both inside and outside the project to request supporting implementation the project
- Consult project team to solve issue raised during project
- Execute project plan, minimize risk, solve issues and handle change request
- Create and summarize project management documents such as Project Plans, MOM, Project Status Reports, Timelines, Risk Analysis, Stakeholder Analysis, Deliverables

- Coordinate and manage the integration process between vendor and customer: Organization Management integration, Active Directory integration, HRIS integration, 3rd party contents integration
- Help and walk-through customer during training, SIT, UAT, and until Operational (Go Live)

Other contributions

- Act as SCRUM master
- Define project scope and schedule while focusing on regular and timely delivery of value of projects
- Assist in team development while holding teams accountable for their commitments and leveraging organizational resources to improve capacity for project
- Support the product owner in managing customer expectations for project deliverables and manage internal stakeholder communications
- Plan and conduct Agile meetings across sprint planning, story groomings, daily stand ups, test plans, and test case reviews
- Review and manage backlog and in-progress items to launch a product feature

S&J International Enterprises Public Company Limited (May 2016 – Dec 2017)

Sales Coordinator

Roles and Responsibilities

- Work closely with Sales Managers
- Responsible for generating sales each month to meet sales goals
- Liaise with internal teams and international suppliers in order to meet customers' requirements
- Effectively communicating with customers in a professional and friendly manner
- Work with company staff to effectively close sales; sales management, logistics, marketing, and others
- Issue the shipping document (commercial invoice and packing list) for the shipments
- Prepare clear sales analysis, as well as sales reports, sales-order status, sales agreements, in-time proposals and presentations
- Provide problem resolving, to deal with customer complaints and supplier controls
- Monitor efficiency and improve work process – conducting database and report

EQHO Communication (Jan 2014 – Feb 2016)

Project Manager

Roles and Responsibilities

- Analyzed, organized and executed the client's requests from Europe, Asia and the USA for the localization projects (Game, Hotel & Travel, Sport, Software, Automotive and Airline industries etc.)
- Communicated and coordinated between the clients and vendors/internal departments to achieve the client's expectation and deadline
- Tracked activities against the detailed project plans to ensure that projects are delivered to the highest quality, within budget by effectively organizing, managing and utilizing all resources
- Responsible for costing, estimating and planning projects
- Prepared Project Initiation documentation.
- Negotiated, analyzed, and prepared purchase order agreements, subcontracts, and cost control budgets
- Investigated and solved the issue or query when occurred
- Key intermediary position between company and external partners/clients and maintained good relations
- Arranged or participated in the meeting with the sales team and end client

The Blue Marine Resort & Spa Phuket (2013)

Sales Coordinator

Roles and Responsibilities

- Supported sales team with regards to the quotation/proposal/promotions and proposed to the clients
- Collaborated and negotiated with the other departments for the reservation

SDL Inc. (Apr 2012 – Aug 2013)

Project Coordinator

Roles and Responsibilities

- Facilitated to the project managers in the USA and Europe and controlled the project in Asian time zone as well as responded/informed to the client or PM for the status of projects
- Communicated with internal teams & outsources and suggested them with the solutions
- Observed and predicted in every process of project
- Updated project plans to include agreed changes
- Escalated issues and areas of concern to senior managers

Education:

Master of Business Administration (Marketing)

2017-2019

Ramkhamhaeng University, Thailand

Bachelor of Business Administration (International Business major)

2008- 2012

Kasetsart University, Thailand

Debsirin School: Science-Math

2008

Qualifications:

- Good negotiation and interpersonal skills
- Good human relation, High flexibility and responsibility
- Strong organizational and analytical skills
- Good leadership skill and self-assertiveness
- Enthusiastic and quick learning characters
- Ability to multi-task in a fast-paced environment.
- Be able to work both collaboratively and independently

Leadership:

- Head Assistant, International business major, Kasetsart University

- Led and collaborated closely with Head of major and classmate to perform or organize all activities in major and University

- Head of Logistics and Purchasing Divisions, International business major, Kasetsart University

- Summarized and analyzed the information regarding to the logistics and materials for internal using and activities

Key Skills and Competencies

Project Management:

- Ability to lead cross-functional project teams.
- Strong negotiating, listening and interpersonal skills.
- Negotiating contracts and bids.
- Knowledge of business analysis, process analysis and gap analysis.
- Managing teams and project deliveries.
- Driving projects to meet aggressive deadlines.
- Ability to prioritize between projects.
- Good written, verbal communication and presentation skills.

Sales:

- Able to engage and speak to customers.
- Identifying customer needs and responding to them quickly.
- Strong customer service skills.
- Communicating effectively and professionally.
- Ability to effectively prioritize and manage multiple priorities.
- Advanced selling and negotiation skills.

Additional Skills:

- Languages: Thai (Native), English (Good in reading, writing, listening and speaking)
- Computer Programs: Microsoft office (Word, Excel, PowerPoint, Project), Internet Web browser, Microsoft Outlook, Image editing tools
- Project Management: Team Gantt, Trello, Jira, Google Suite, Clickup
- Project Methodology: Agile, Kanban, Waterfall
- Software as a service: Zendesk Support, Mailgun
- Have Driver's licenses

Military Service Status: Attending Reserved Officers' Training Corps Course

References: Available upon request