

# MAYTINEE

## KLOMCHITCHAROEN



### Career Objectives

Looking for a challenging role in a reputable organization to utilize my Analytic and Planning skills for the growth of the company as well as enhance my Business & Management skills in the best possible way as Operation Process Improvement Manager.



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Sathorn, Bangkok

### EDUCATION

- 2019** ● **National Institute of Development Administration**  
Master of Science / Human Resource and Organization Development (HROD)
- 2007** ● **The University of Newcastle, Australia**  
Master of Business Administration – MBA, Marketing
- 2003** ● **Chulalongkorn University**  
Bachelor of Engineering / Industrial Engineering (IE)

### WORK EXPERIENCE

- **MANAGEMENT CONSULTANT** *Jun 2021 - Present*  
Project: Organizational Development for National Research Council of Thailand (NRCT)
  - Develop the organization through the development of operational system and personnel potential.
  - Redesign business process to improve the operational efficiency and customer service.
  - Review External-Internal performance evaluation to create KPI deployment and execution.
- **BUSINESS PROJECT MANAGER** *Jul 2019 – Sep 2020*  
*Education Development and Service (EDS), King Mongkut's University of Technology Thonburi*  
Project: Lifelong Learning Development Plan
  - Research market, customers and industry trends to develop new business models, plans, and set OKRs.
  - Design new business plans, customer journey map and operation plans to create great customer experience.
  - Plan, execute and monitor project using Agile.
  - Coordinate with functional groups (Developer team, Marketing & Communication, Finance, Purchasing)

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### SKILLS

- Analytical Thinking
- Problem Solving
- Business Development
- Project Management
- Lifelong Learning
- Flexibility
- Entrepreneur skills
- Communication skills



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### WORK EXPERIENCE

#### STRATEGIC PLANNING CONSULTANT

*Jun 2018 - Mar 2019*

Project: Develop the 5-year Strategic plan (2020-2024) for the Social Security Office (SSO)

- Assess the operational and strategic performance of the SSO (2015-2019) to design the development guidelines.
- Analyze industry trends and key stakeholders to identify problems, risks and opportunities.
- Explore customer insights to develop the new strategic plans and directions to implement the organizational changes.

#### STRATEGY ASSISTANT MANAGER

*Feb 2017 - May 2018*

*Chief Transformation and Strategic Office (CTS),  
Chulalongkorn University*

- Assist in enhancing Chulalongkorn University strategy execution process to Digital Transformation framework.
- Manage the end-to-end process planning for multi-projects and collaborate with cross-functional teams.
- Develop, monitor, communicate and report on strategic initiatives and success indicators.

#### SMALL BUSINESS MANAGER

*Oct 2007 – Jan 2017*

*P.S. Music Sound Co.,Ltd.*

- Manage overall activities in Production, Sales & Marketing, Finance, Purchasing, and Recruitment.
- Design and implement plans for the effective use of material and labor resources to achieve manufacturing target.
- Monitor and control a production process to adjust operations in event of a problem.
- Conduct customer behavior and competitor analysis for developing new products and service.