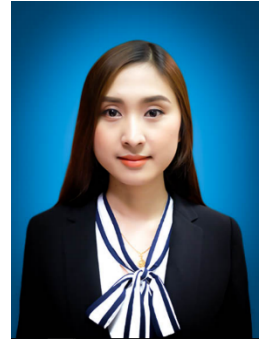# CV- Phimwadee Puritanae

Address: 108/154 Moo 6 T. Bangpra A. Sriracha, Chonburi 20110

Date of birth: 22 October 1987   **Nationality:** Thai

Cell Phone: 66-81-459-8822   **E-mail:** phimwadee.p@gmail.com

Professional Summary

- 1+ year of IT experience in Logistic industry: Toll Global Logistics
- 1+ year of IT experience in Masterbatch industry: AMPACET (Thailand) Co.,Ltd.
- 4+ years of IT experience in Automotive industry: SAIC MOTOR – CP Co., Ltd.
- 5+ years of IT experience in Electronic industry: Thai Samsung Electronics Co., Ltd.
- Achieve to implement the new project (GMES system, Factory Planning system, Financial Service Management platform, Human Resource Management system and JD Edwards upgrade)
- Good understanding of the Project Management, Business Analysis and Service Delivery support.
- Strong project solving, Business requirement Analysis and decision making skill.
- Experience in work with foreigners team (Korea, China, India, Australia, New Zealand,USA, Singapore and Vietnam)

Knowledge and skills

- **Management:** ITIL concept, IT project management, IT change management, Business requiring management, Developer resource management and complaint management

- **Application:** Oracle's JD Edwards, Global Manufacturing Execution System(GMES), Plant floor system (E-Pass system, GST system), GERP (PP module), Human Resource system, Financial Service Management platform, Global Sustainability system, Transport Management system and Warehouse management system.
- **Mobile Application and PDA**

Education

- Bachelor degree of Computer Engineering– Kasetsart University Sriracha campus,2010. GPA.2.63 (HONORS AND AWARDS: Selected compete for the championship in National Software Contest 2012
- Floor Dispatcher Service Robot Using Tracking Line) Secondary education of Mathematics, Physics – Pakchong School,2006. GPA.3.42

Languages

- Thai: Native
- English: Good Reading, writing and speaking skills

Job Experience

Company: Toll Logistics (Thailand) Co.,Ltd. (Samutprakarn)

Duration: 2021 - Present

Position: IT Service Manager

Roles and Responsibilities:

- Service delivery leads focus on maintaining business satisfaction by ensuring that their business services are performing at a high quality standard.
- Business Operations facing role aligned to particular BU or Region to ensure effective business prioritization of operational demand (especially Problem records, P3/P4, Service delivery improvements and maintenance activities)
- First point of Escalation for Business operations.
- Represents their BU needs and provides input into overall Service Delivery and Continuous improvements
- Establish and manage expectations within the business and drive the IT teams to achieve those expectations.
- Actively Participate in Change implementations and support including organizing and coordinating Business verification testing with Business operations teams
- Oversee and ensure that the BU tickets, Incidents and SRs are tracked, prioritized and resolved as per committed timelines.
- Through Business operational knowledge, provide Subject matter expertise and guidance to technical teams and help uplift knowledge.

- Implement a new project of Transportation management and Warehouse management system.

Company: AMPACET (Thailand) Co.,Ltd. (Rayong)

Duration: 2019 - 2021

Position: Business Process Analyst

Roles and Responsibilities:

- Work as Head Quarter of Asia Pacific to support JD Edwards application for manufacturing process.
- Continual improvement of Workflow, Application, and report to fit with user requirements and business objectives.
- Design and Manage Project by securities, IT industrial standard and Law
- Work Closely with Global team Programmer, Project coordinator, User and related to accomplish project plan and timeframe
- Create, control and complete all related project documents i.e. Project charter, Process Spec, Project timeline and User training materials.
- Cross-verify through all systems and functions to streamline global processes, avoid redundancies and provide resolutions.
- Oversea and measure KPIs in the manufacturing process.
- Liaise, train, coach, and provide support to users

Company: SAICMOTOR-CP Co., Ltd. (Chonburi)

Duration: 2015 - 2019

Position: Application System Engineer

Roles and Responsibilities:

1. Business Application role
   - Managing business requirements, system improvement, new project and operation day to day.
   - Ensuring the IT solutions can be possible to operate and meet business requirement.
   - Consulting and supporting the Business department.
   - Handling and solving the conflict and problem cases between business and IT department.
   - Preparing and controlling the budget within business target.

2. Human Resource Management, Financial Service Management and Office system.
   - System administrator to Collect Operation issue/System issue and Business new requirement to analysis and confirm scope of work
   - Design the new requirement application feature and coordinate with developer in China.
   - Create and control schedule plan for go live/roll back new program.
   - Manage Test scenario and document control.
   - Training to end user and knowledge transfer to System helpdesk.
   - Problem solving for operation/system issues.

3. Authorization control for HR system, FD App system and Office system.
   - Controlling and ensuring the KPI meets with the company's KPI.

Company: Thai Samsung Electronics Co., Ltd. (Chonburi)

Duration: 2010-2015

Position: Business Innovation Senior Engineer

Roles and Responsibilities:

- Process & System Innovation, Improve & design process, Business analysis
- Problem solving and support user's work of TSE for
  - Global Manufacturing Execution System 1.0 & 2.0
  - Global Supply Chain Management System (Factory Plan)
  - GERP (PP Module)
  - GHR System (Global Human Resource)
  - Intelligent Manufacturing Quality System (IMQS)
  - Global Standard Time System (GST)
  - Online Barcode Management System (OBAMA)
- KPI Management and Control rule operation management for Production Planning, Production, Warning mail controlling
- Support and control KPI for Manpower working Unplanned Overtime management (GHR)
- Manage Time attendance of Direct Manpower in GHR system.
- Process & System Innovation for easy to use and comfortable with the end user.
- Coordinate/Provide/consulting for new process.
- Setting provides IT Equipment and system setup for new processes.
- Manage knowledge sharing, Training to end user.

Training:
- Oversea training system process & benchmarking analysis at Korea and China
  2012: GERP-PP Processing Training at Samsung Korea
  2013: OBAMA system (Online Barcode Management System) Training at Samsung Korea
  2013: SPMS (Stock Management system) at Samsung Korea
  2014: Factory Plan System (FP+) at Samsung Korea
  2018: Financial system process in Shanghai-China(HQ)
- ITILv3 overview course
- Project Management for Project Manager course
- Suggestion Win Win for Productivity course
- Problem Management Process Awareness
- Major Incident Management guideline walkthrough
- Change Management Process Awareness

Oversea Work Experience:
- Korea, China

Additional Information
- Certificate of Six Sigma Green Belt project: To reduce cost 40% of Slip list label at Sub line MWO Y'2014
- Certificate of Six Sigma Green Belt project: To decrease Loss time 60% from model change at PBA
- Certificate of Best Team Award Y'2017
- Certificate of Best Employee Award Y'2018
- Full driver's license, no smoker, no drinking and in excellent health.

Reference
- Qualified reference will be provided on request.