

## Miss Woon Khiaozen



## Curriculum Vitae

### PERSONAL DETAILS

Ms. Woon Khiaozen  
ID : 4760200001970  
Passport No. : AA3286100  
Date of Birth : 21 December 1983  
31 years old, Thai Nationality  
Faculty of Science and Technology  
Bachelor's Degree in Information Technology,  
Rattanakabandit University Science and Technology

### EXECUTIVE SUMMARY

- Self-starter with the ability to analyze business operations and recommend strategies to improve performance
- Maintain professionalism at all times and use discretion when handling confidential data
- Combine excellent organizational skills with hands-on technical knowledge, superior memory for details and a strong work ethic

### PROFESSIONAL QUALIFICATION AND CERTIFICATION

- Good knowledge and Understand in Online Marketing and Digital marketing of Thailand.
- Good knowledge in ad serving, banner advertising technology, New Media and Rich Media.
- Knowledge in Board and Applications on iPad, iPhone, Android phone, Smart phone. Smart TV, Digital magazine, Social media, Social network and other new technology quipment.
- Knowledge to using internet and digital technology to delivery product information directly to audience engagement.
- Experiences in customer service.
- Service minded and be able to work under pressure.
- Excellent communication, presentation and personal skills.
- Ability to use the web analytics and other CRM systems for reporting on key performance indicators.
- Ability to multi-task.
- Ability to answer demanding switchboard and correctly route calls.
- Experiences in hardware and software setup and installation.
- Knowledge in hardware software network and MS office and lotus note.
- Knowledge in Online Broadcast TV

### LANGUAGES

Excellent Command in Thai  
Good Command in English

### EDUCATION

2002– 2005 Undergraduate, Rattanakabandit University Science and technology  
1996- 2001 Diploma, Aroonpradit School, Phetchaburi  
1989-1995 Primarily, Rachvitaya School, Phetchaburi

### CERTIFICATE OF COMPLETION

Course name : Psychology of Customer service Workshop  
Period : May 2th-5th 2006  
Institute/Company: Scicom (MSC) Sdn Bhd. Malaysia

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Mueng Nonthaburi 11000

Mobile (Thailand): (+66)80 454 8858,  
092-2827992

E-mail: Woon.khiaozen@gmail.com

## Miss Woon Khiaozen

### COMPUTER SKILLS

#### Software/Application e.g. MS Office

Visio	Ms Publisher	Ms PowerPoint		
Ms Word	Ms Outlook	Ms Excel	Ms Project	Lotus notes

#### Web Editor

Dreamweaver	Editplus
Frontpage	

#### Programming

PHP	ASP
UML	PL/SQL
JavaScript	HTML5
CSS3	

#### Networking

LAN/WAN	TCP/IP
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#### Graphic/Multimedia

Pagemaker	Photoshop
Flash	AutoCAD
Indesign	illustrator

#### Database

MySQL	Ms Access
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#### Web Application Servers

Apache	IIS
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### WORKING EXPERIENCE

Designation : Business Development Manager  
Company : Dream Incubator INC [Japan]  
Period : Feb 2015 - Presently

#### Job Duties / Achievements:

- Find out what an organisation needs and work with a team to plan proposals and pricing.
- Sell products and services to new and existing customers.
- Negotiate with customers and build positive relationships.
- Go to events and conferences to gain information on market trends and competitors.
- Identify new methods and opportunities for sales campaigns.
- Forecast sales targets and make sure they're met.
- Deliver training to business developers and junior sales teams within your organisation.
- Stay up-to-date on trends and innovations in global digital media.
- Provide insights about online Thai consumer behavior to our PR consultants.
- Develop digital communications strategies and plans for a wide range of clients.
- Join brainstorming sessions to develop creative campaign ideas.
- Implement digital communications programs.

Designation : Account Manager  
Company : Thai World Media co.,ltd.  
Period : Dec 2011 – Jan 2015

#### Job Duties / Achievements:

- Manage and coordinate all marketing online activities and advertising of client and agency.
- Conduct market research to determine of market requirements for existing and future products to digital marketing.
- Analysis of customer research, current market conditions and competitor information such as facebook, twitter, google etc.
- Develop and implement marketing plans and projects for new technology ad banner.
- Manage the productivity of the digital marketing plans and projects
- Monitor, review and report on all client digital marketing activity and results
- Manage the digital marketing budget
- Deliver digital marketing activity within agreed budget
- Liaison with Digital media and Digital advertising.

Designation : Executive account  
Company : Thai World Media co.,ltd.  
Period : Jun 2008 – Dec 2011

#### Job Duties / Achievements:

- Propose for offline professionals to make the transition to online.
- Simplify the online world and explain to peers as well as Directors and gain company buy-in.
- Suggest and negotiate with dealers to get the best location for attractive product display on website

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### WORKING EXPERIENCE

Designation : Executive Technical Support  
Company : Scicom (MSC) Sdn Bhd. Malaysia  
Period : Apr 2006 -Apr2008  
Latest Salary : RM 3,620 per Month

#### Job Duties / Achievements:

- Provides technical support on Mobile Phone, Mobile application, computer and software in a corporate network environment.
- Identifies, researches, and resolves technical problems.
- Responds to telephone calls, email and personnel requests for technical support.
- All the time to researches new mobile phone technology.
- Responsible for documenting in the event a defect in a product is found, the defect and communicating the problem priority to the necessary levels of management, and where ever possible, providing the customer with a workaround to the reported problem.
- Coordinate and follow up technical problem with product engineer and customer to ensure all of technical issues have result.
- Undertake any duties assigned from time to time.
- Command of written and spoken English and Thai.

Designation : Data base (Job)  
Company : TV direct Co.,Ltd. Thailand  
Period : Nov 2005

#### Job Duties / Achievements:

- Transferring information to database with elaboration.

Designation : IT Support (Training)  
Company : Van Orton Equipment Co.,Ltd. Thailand  
Period : Mar-May 2005

#### Job Duties / Achievements:

- Setup and installation in hardware and repair computer.
- Support and solve application program problem.
- Training application program to users.
- Create correspondence as needed.
- Clerical supports to Managing Director.

Designation : Administrative  
Company : Poly Software Professional Co.,Ltd Thailand  
Period : Apr 2003

#### Job Duties / Achievements:

- Maintain Database system and office equipment.
- Navigate internet for data collection, research, and information tracking.
- System testing and debugging.

### HOBBIES

#### Sports:

Swimming

#### Outdoor Adventure:

Snorkeling

### REFERENCES

Add S. Lenawat  
Managing Director.  
Company: Thai World Media co.,Ltd.  
Tel : 081 404 1213

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