**SUMMARY:**

I am an experienced product manager who has been in FinTech industry for 15 years, mostly on web-based product development. Always looking to bring in innovation to improve products and user experience. Having both technical and business background, I enjoy product owner role which utilize both of my knowledge and experience. I also have experience in various roles throughout product development team including roles as developer, support and business analyst.

**KEY SKILLS AND COMPETENCIES:**

* Experiences of delivering complex large scale projects.
* High level project planning.
* Vast technical and business knowledge.
* Decision making and problem solving abilities.
* Up to date knowledge on technology and innovations
* Experiences in web-based application design.
* Expert in Agile methodologies and implementation.
* Strong leadership.

**EXPERIENCES:**

**Product Manager**  May 2009 –Present

[*Thomson Reuters*](http://thomsonreuters.com)

Act as Product Owner for Homepages and Guides application and Equities product for Eikon product which is Thomsonreuters’ flagship product. Both of the applications have the highest number of hits in the product.

**Responsibilities:**

1. Define roadmap for the product on quarterly basis
2. Ensure product requirements are raised properly with relevant details for development team to implement
3. Engage with Agile Development, QA and support team to deliver features according to roadmap
4. Implement and execute Agile methodologies across development team.
5. Work with business team, frontlines and client specialist to get client feedbacks
6. Prioritize work backlog for development team
7. Controls project deliverables & expectations, and coordinates project progress with the project and program management team
8. Working with Usability and Design team to produce mock up and workflow for clients.
9. Visit clients to demonstrate new features and gather feedback

**Responsible products:**

**Homepages:** Acts as landing page of the product. Customized by financial asset classes. Considered as the most important application of the product with the highest usage.

**Company details application:** Contains every information an investor would want for any company in the world.

**Development Business Analyst**  Oct 2006 – May 2009 (3 years)

[*Thomson Reuters*](http://thomsonreuters.com)

Responsible for managing and analyzing new requirements for new flagship product of Thomson Reuters named Eikon.

**Responsibilities:**

1. Analyzed and checked the business requirement to ensure that it is doable and all business information is available where it is needed.
2. Analyzed functional requirement from product view point and defines precise data sources and functionality
3. Interpreted product view functional requirement into detailed/technical specification documentations for the Development and QA teams.
4. Identified dependencies, risks of the implementation and manage the schedule of the 3rd parties implementation
5. Performed defects analysis that might come from data source or business logic, also followed through the stages until ex-QA.
6. Liaised among on-shore product management, on-shore BA, Bangkok Development, QA teams, and other related product team when needed.
7. Provided information support and assistances to development / QA teams and others regarding product/business queries.
8. Participated in the recruiting process, conducted the interviews and selecting the new BA members
9. Assisted, supported, and supervised other BAs in both same and other area of expertise.

**Support Consultant group leader**  September 2003 –September 2006 (3 years)

[*Reuters Software (Thailand) Limited*](http://thomsonreuters.com)

Responsible for Support Consultant team of ReutersPlus product. Managed team of 5 consultants to accomplish 3rd Level Support for clients in USA to make sure the product achieved highest customer satisfaction.

**Responsibilities:**

1. Acted as team leader for a team of five people to cover support functions for all components in the product.
2. Worked with other support team based in USA to solve Siebel tickets raised by clients.
3. Performed Queue Manager role for Siebel, managing all incoming Siebels and assigns, prioritizes tickets for team members.
4. Define SLA and make sure day to day activities are complied.
5. Act as mentor for all staffs. Defined career path, short term/long term goals and expectation for team members.
6. Gather requirements from Business team in US, performing analysis and worked with development team and QA in Thailand and USA to deliver new features.

**Achievement:**

1. Assigned to St. Louise, Missouri for 6 months with a task to redefine Method of Working between Development, QA and business team across regions.
2. Awarded Far exceeded performance for 3 years.

**Web Developer** November 2000 –April 2003 (3 years)

*Quamnet (Thailand)*

Responsible for development of the flagship web application called QThai aimed for Thailand market. QThai is the Java web application providing real-time prices from stock market.

**Responsibilities:**

1. Developed and maintained Website and Real-time monitoring application according to user requirements
2. Performed Administrator role for Oracle Database used for the application.
3. Provided client support.
4. Coordinate with strategic partner (DST international) for joint project.

# Current benefit:

* Salary + Bonuses: 1.65 Million annually

**EDUCATION:**

**Master of Science in Information System** – September 2000

University of East Anglia, Norwich, UK

Project: Information extraction using Case-based reasoning methodologies for search engine.

**BA in Economics** – April 1999

Thammasat University, Bangkok, Thailand

# Personal Details:

***Languages:***  Excellent English and Thai

***Date of Birth:*** 12 Aug 1977 (38 Years old)