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**Mr.Nattaphong Sawatnawin (Nat)**

Mobile : +6689516 3612

**Position Desired:**

Job Title: Service & Operations Director – Mobile Payment

**Personal Information**

Address: 351 Klongtaclet West Road, Tambol Paknam, Amphur Mueng Samutprakarn 10270

Mobile: +6689516 3612

E-mail: clubzaa\_smile@hotmail.com

Date of Birth: 17 February, 1986 Age 30 Years

Nationality: Thai

Marital Status: Single

Military Service Status: Exempted, Because of reserved officers’ training corps course (ROTC)

**Education Background**

Bachelor Degree: School of Engineering Major Multimedia and Internet System, Bangkok University

GPA: 3.41

Project: Produced cartoon 2D animation “GOD’S CRAYON”

Activity:

* Staff of school of Engineering in the activity welcomes first-year students
* Championship movie short contest “THE DIARY”
* Championship movie short special effect contest “THE DOLL”
* Certificate of contest website Songkran festival

Additional Education

September 2012 – May 2013:

* Kaplan International Colleges at Brisbane, Australia
  + Intensive English and Preparation for IELTS

**Internship**

March 2008 - June 2008: Participated in the Work and Travel at USA

* Position: Housekeeper at Great Wolf Lodge Hotel
* Position: Buzzer at Granny’s chicken restaurant

March 2007 - May 2007: Kantana Movie Town (2002) Public Company Limited

* Position: Student Intern Department Post Production

**Special Skills**

Computer Skills: Microsoft Office, Adobe(Flash, Photoshop, Illustrator, Dreamweaver), Remedy, FEP

PC Skill: Microsoft Word, Excel, PowerPoint and MS Project

Language: IELTS overall 5.0 (Listening: 4.5, Reading: 5.0, Writing: 5.5 and Speaking: 5.5)

TOEIC 665 (Listening: 430, Reading: 235)

Advantages:

* Quick to learn new things and correctly deployed
* High Self development
* Strong interpersonal, organizational and leadership skills
* Good analytical and problem-solving skills
* With experience in dealing with US/EU/AP regions clients
* Talkative and have good relationships and service-minded

**Previous Employment**

**July 2013 – Present**: ExxonMobil Limited

**Position:** AP Change Coordinator

**Role and Responsibility:**

* Coordinating with vender for the change request in the system mitigating risk of change
* Developed the change management and coaching vendors(CGI, AIMIA, ATOS and Toppan) for the impact of change and efforts
* Lead testing for end to end process to avoid the risk before implement to production
* Implement a change management plan, execution plan, timeline of project and contingency plan including communication plan, coaching plan and training plan as required.
* Communicate effectively with various internal departments and external bank parties(AMEX, DBS, Citibank, Bank of China, Bang of Guam)
* Maintain relationship with all partners and banks on the operation tasks
* Lead meeting to gather all relevant 3rd parties t o be involved when the change will be occurred.
* Review project plan with key stakeholders to understand the scope of change and commit the timeline of project execution.
* Retails and POS experienced to understand the System Interface and Network Algorithm from Esso service stations to FEP Application
* FEP(Front End Processing) Application to authorize Fleet card transactions
* Vender Management skills to follow up the issue and root cause
* Conclusion the incident issue into incident report
* **Migration Project:**
  + Speedpass Migration (Relocated from MY to SG)
  + Class Card Migration
  + PNG Mobilcard Online Authorization
  + WMPOS Upgrade
  + Thailand Loyalty System

**March 2010 – September 2012:** Adecco New Petchburi Recruitment Ltd - Worked at ExxonMobil Limited

**Position:** SG POS software tester

**Role and Responsibility:**

* System setup hardware and software configuration for testing in the lab
* QA and testing, infrastructure support and test activity for SG POS Project
* Support end to end process for testing and regression testing of site system functionality including check message with Card Authorization system (FEP)
* Coordinate with developer and QA testing software when found the new issues
* Follow up to get target date and manage vender to fix the issues
* Roll out SG POS system at Esso Service station in Singapore
* UAT testing at Singapore with business and management team
* Standby and visited station after roll out of the new system at Esso service station

**August 2009 - February 2010:** MFEC Public Co.,LTD - Worked at PTT ICT Company Limited

**Position:** Helpdesk Coordinator

**Role and Responsibility:**

* Receive user’s problems via phone and email
* Create tickets (calls, incidents, requests) in Remedy program
* Assign tickets to network engineer for support and resolve the issues
* Follow up tickets and manage timeline to fix
* Verify resolution with user

**April 2009 – July 2010:** MFEC Public Co.,LTD - Worked at Chevron Thailand Exploration and Production, Ltd

**Position:** IT support

**Role and Responsibility:**

* Migrate Windows XP to Windows Vista and coordinate all requests with user
* Backup all data to transfer to new laptop
* Teach user, how to use Microsoft Office 2007 and Windows Vista
* Support and solve the issue after return laptop to user