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| EDUCATION | | |
|  | **Master of Translation** | 2005 - 2008 |
|  | Chulalongkorn University, Thailand |  |
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|  | **Master of Information Technology** | 2001 – 2002 |
|  | Monash University, Australia |  |
|  |  |  |
|  | **Bachelor of Science in Computer Science** | 1996 - 2000 |
|  | Chulalongkorn University |  |
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| **WORK EXPERIENCE** | | |
|  | Chevron Asia South Co Ltd March 2012 – December 2015 | |
|  | Senior Executive Assistant |  |
|  | * Provided logistical support for Regional IT Manager * Coordinated with various regional offices and helped planning leadership team meeting activities * Created monthly IT project portfolio summary reports and edited IT quarterly reports * Assisted Behavioral Change Management Consultant as well as Project Managers to conduct business value workshops, training and various activities |  |
|  | | |
|  | Thomson Reuters Software (Thailand) July 2007 – December 2011 | |
|  | **Technical Writer** |  |
|  | * Created and maintained system and software release documentations for Thomson Reuters software users and system engineers. * Drafted and composed test specifications and test cases to accompany the software qualification process * Coordinated with software developers in order to create user manuals * Tested programs to help ensure the quality of delivered products * Coordinated with Thomson Reuters London team to drive the success of a project |  |
|  |  |  |
|  | IT One Co Ltd. September 2006 – June 2007 | |
|  | **Analyst** |  |
|  | * Implemented SAP CS functionalities for Niyom Panich IT Re-engineering project * Produced user manuals and provided trainings for end users |  |
|  |  |  |
|  | NEC Corporation (Thailand) June 2005 – September 2006 | |
|  | **CRM Consultant** |  |
|  | * Assumed a role of CRM consultant, worked as part of Pre-sales Team, with experience in CRM consultant in a CRM solution called SalesLogix * Mapped and aligned customer business processes and requirements to SalesLogix processes * Analyzed customer requirements as well as designing and proposing proper solutions * Implemented and created a marketing plan in dealing a partnership with SalesLogix |  |
|  |  |  |
|  | IT One Co Ltd. January 2003 – May 2005 | |
|  | **Analyst** | |
|  | * Assumed a role as a performance analyst in IT One call center * Produced Service Level Agreements (SLAs) reports * Involved in the implementation of Remedy Call Center project at IT One call center * Took the role as Problem Management Analyst and analyzed incoming problems and requests to find a suitable solution for SAP R/3 and SAP CRM end users * Worked as part of operation team at IT One call center in supporting SAP R/3 and CRM authorization for clients at the Siam Cement Group * Implemented SAP CRM and BW Authorization projects for clients at the Siam Cement Group | |
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| **OTHER EXPERIENCE** | | |
|  | Apple Inc. May 2015 – March 2016 | |
|  | **Language Quality Assurance (Freelance)** |  |
|  | * Conducted Language Quality Assurance (LQA) for Apple product sales training materials * Liaised with local Apple sales training division in regard to the localized contents and the uploading of such contents to an Apple in-house app * Worked with a translation agency, local translators as well as Apple team in the U.S. in regard to content delivery and language quality assurance * Provided feedbacks to local translators based on discussion with local Apple publisher |  |
|  | EQHO Communications November 2015 - Present | |
|  | **Language Reviewer (Freelance)** |  |
|  | * Reviewed localized text for Oracle Fusion user interface |  |
|  |  |  |
|  | LionbridgeJune 2013 - Present | |
|  | **Translator (Freelance)** |  |
|  | * Translated Oracle Fusion and Oracle CRM user interface * Translated and reviewed user manuals for Hewlett Packard (HP) printers and scanners |  |
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| LANGUAGES | | |
|  | Thai – native language |  |
|  | English – speak fluently and read/write with high proficiency |  |
|  | Spanish – read with basic competence |  |