#### Atthapong Maimun



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**Basic Info**

**Date of birth:** 25 April 1982 **Marital status**: Single

**Religious**: Buddhist **Military status**: Exempted (attended ROT courses)

**Education:**

* College of Management, Mahidol University, Master of Management in Leadership and Human Resources (International Program), Present (expect to graduate on December 2014)
* Thammasat University, Faculty of Political Science, Bachelor Degree of Art (Public Administration), 2001 – 2005

**Job History:**

*Senior Training Associate*, Boots Retail Thailand, October 2012 – April 2013

* Conduct the internal trainers to work with efficiency by overlooking their time allocation and monitor their performance through the training evaluation.
* Prepare the quarterly training budget and training schedule.
* Prepare the support documents to submit to the Dept. of Skill Development.
* Maintain the accuracy of training database and generate the monthly training reports.
* Support on all administrative and logistics matters in order to create the effective training workflow for example: coordinate with external suppliers, arrange accommodation for participants, prepare training materials, issue invoice or purchasing documents, set up the training venue, etc.

*Senior People Passion*, KPMG Phoomchai Audit, Bangkok, Jan 2011 – July 2012

* Manage all miles stone workshops in order to encourage participants to work on their full potential and develop the level of employee engagement.
* Indicate the training needs and define the course contents with management and course owner to ensure the courses are complied with firm strategy and competency required.
* Facilitate and train in session of personal strength analysis, personal business plan, and coaching. Also be a leader in team building activities.
* Conduct overall courses operation for efficient time frame and good ambiance. Coordinate with other teams and outside vendor on all logistics matters.
* Maintain the training database. Work on admin duties. Prepare the course materials.
* Implement initiative projects and activities. Launch all effective internal communication schemes. Encourage staff to have life-work balance and also have high engagement with the firm. Often assigned to be a leader or MC in company activities.
* Execute and arrange the CPA preparatory classes for 400 audit staff. Supervise junior L&D staff to manage later on.

*Senior Customer Service Representative*, United Airlines, Bangkok, July 2006 – June 2010

* Coordinate with international training center to monitor local customer service agent in updating the airlines’ existent knowledge and regulation via e-learning system.
* Train new staff on walk through and OJT training basis.
* Conduct and monitor the on-ground-flight services and operation to ensure that the operation is complied with rules and regulations and met the high standard service.
* Issue boarding pass, issue baggage tag label, deal with passenger with special need, and deal with Lost and Found item, damaged baggage, and delayed baggage cases.
* Control all inventories in order to manage supplies necessary for flight service operation. Plan and order deficient supplies from head quarter to response demand of use.

**Skills:**

* Proactive and initiative for new project and fast environment with adaptable to change.
* Eager to work for effective result with high accountability and learning new skills with high speed.
* Strong communication and interpersonal skills. Comfortable to work with all level of staff.
* Problem solving with analytical thinking and understanding what other needs.
* Excellent in English with latest TOEIC score 930 tested on July 2014 and IELTS 6.5 (overall band) tested on December 2013.
* Proficient in Microsoft Office, especially Excel and Power Point.

**Achievement:**

* Employee of the Year 2008 and 2009 by United Airlines.