

CHAWEEWAN MAIKLANG

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PERSONAL DETAIL:

Female: Born on 11-Jul-1983

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EDUCATION:

June 2001- Dec 2005 Ramkhamhaeng University, Bangkok

Bachelor's Degree of Art Program. (B.A)

Major in Mass Communication.

July 1997- Mar 2000 **Donyai High School**, Nakornratchasima

Honors and Student President.

EXPERIENCE:

Jun 2022 – Present HCL Technologies

GMB Operations Manager

Aviation and Marine F&L CS Global Marine Lubes

Key Responsibilities:

- Delivering the KPI weekly reports on time
- To manage a proactively focused Production team, managing standards across the organization and ensuring that agreed Service Levels are met
 - To lead the HCL operations team in encouraging service excellence, efficiencies and continuous improvements
- To manage the operations team and ensure that the standard of services provided to Client have improved
- To ensure the HCL Operations processes are formally established and documented in conjunction with the formal SLA's
- To Manage resource allocation and capacity planning to ensure adequate staffing to fulfill revenue expectations revenue and business requirements
- To be responsible for the budget and resourcing requirements ensuring effective cost control and associated reporting

Aug 2021 – May 2022 HCL Technologies

Business Process Support Manager (Order to Cash)

Key Responsibilities:

- Business/Functional lead responsible for control and reporting, between client partners and GLOBAL BUSINESS SERVICES Senior Management.
- Interface with client SME's and functional leads to identify improvement opportunities and driving implementation.

- Regular reporting on into the GLOBAL BUSINESS SERVICES head to be able to align contract expectations to key service levels that are being delivered for each business/function.
- Continuous Interlock with GLOBAL BUSINESS SERVICES Hub leadership to align on weekly status and any issue resolution required.
- Work with regional client partners to drive effective delivery of specific services by GLOBAL BUSINESS SERVICES functions
- Identify key areas of improvement and transformation and highlight to GLOBAL BUSINESS SERVICES Head and Global Process Owners, so that this can be implemented as part of the overall transformation plan.
- Ensure delivery per customer expectation along with meeting defined SLA. customer delight and drive customer SLO implementation.
- Have thorough knowledge of the business/function to provide resolution by working with GLOBAL BUSINESS SERVICES Teams
- Promote best practice sharing across locations and within industry.
- Responsible for escalation management, root cause analysis, Corrective Action & Preventive Action and avoid recurring issues.

Mar 2018 – Jul 2021

Rutronik Electronics Worldwide (Thailand) Ltd.

Customer Service Manager / Supply chain.

Company function: Job objective

Sales

- Reduce the complaint quota in order to increases the customer satisfaction and analyze the complaint procedure in order to gain continuous improvement process (CIP) measures / activities.
- Process the Early-warning-System and process delays with the target to guarantee timely shipments.
- Realize internally and externally CIP measures/activities with the target to optimize cost and processes.
- Rate customer satisfaction for all top and focus customer
- Process order blocks KS / SH / S / T / TP
- Build up / update diverse customer data bases with documentation of the activities.
- Active customer service by increase of the customer visits.

Goals and Responsibilities

• ORDER ENTRY:

Support internal sales with the entry of urgent orders Update customer contracts in alpha Update parameter contract (Article group, price, and periods)

• ORDER CLARIFICATIONS:

Grant ability to forward information regarding customer order from order entry to order dispatch

Process Order clarifications within 5 days

Identify replacement article considering manufacturer approvals and packing unit and transfer orders

Clarify unclear point of order entry via order Centre with customer Such as manufacturer approvals, article verifications, information regarding lead time an postponement of delays, quantity deviation due to fix measure.

CONTROLLING

Identify delivery performance and consumption satisfies Create ABC-analyses on article level Analyze supplier evaluation and introduce of improvement measures

• PROCESS responsibility / Process figures / Report

Depict weekly all error types Effect weekly report for top and focus customers Create current situation report of customer visit

• COLLABORATION with other departments
With all internal and externals, customer and, if necessary, also with
Manufacturers.

Jun 2008 – Feb 2018 STMicroelectronics (Thailand) Ltd.

Customer Service Representative / Supply chain.

Goals and Responsibilities

- ORDER ENTRY of firms and frames orders: entry of all contracts/prices in SGA check prices and salestypes vs contract and / or offer- clarify and/or correct wrong/missing data- update related databases such as Business Partner- enter orders into ESICOM2- control of entered datas- perform variations/cancellations according to customer requests and in line with ST-procedures or contracts
- BACKLOG Management, no delinquencies, TBA, un-schedule for improvement.
- ORDER FOLLOW-UP- monitor confirmations ask divisions for improvements if necessary initiate order acknowledgementsinform customer about expected delays- improve CDs through stock, frames- follow-up of deliveries in time- Review MRP report weekly and do adjustments
- SFO-HANDLING- entry and follow-up of frames- check regularly run rates, min-/max.qties- update databases- inform FSE in case of discrepancies of frame / firm.
- HOT ITEM HANDLING accelerate urgent/delinquent shipments by- checking all ST-stores- checking distributor availability looking for alternatives- arrange for special logistics such as direct flight, etc.
- LOGISTIC- follow-up of missing shipments short shipment handling- proof of delivery handling- coordination of customs clearance requests
- CUSTOMER COMMUNICATION handle all requests and general questions such as standard lead times- improvement requests missing invoices- shipment details- coordinate all other requests.
- VARIOUS CS ACTIVITIES EXTERNAL handling of returnshandling of debit/credit notes- customer visits.
- Co-ordination Involving with sales & marketing supports groups to implement sales strategies by join meeting quarter / operation review etc. Promote feeling of willingness to work as part of team, so the positive working relationship has added more benefit value through team.
- Serviced and supported existing customer requirement and also developed and explored new business opportunity.

INTERNAL:

Customer Service Manager Daily (Taiwan)

Local BU Manager (functional /authority) Daily (HK)
FSE (information/functional) Daily (China)
Business Planners (Information, functional) Daily (Italy,France)
ST Manufacturing Divisions (information) Daily (Italy, France)
Local /Central Marketing (information) AdHoc (Singapore)
Logistics and Warehouse (information) Daily (Singapore)

EXTERNAL:

Customers (functional/communication/information)
Daily (Thailand, China)
Forwarding Agents (functional/information/control)
Daily (Singapore)

Feb 2006 – Dec 2007

STMicroelectronics (Thailand) Ltd.

Administration.

MAJOR ACTIVITIES:

- Develop effective working relations with Salesman, Field Quality, Central Marketing and Divisional.
- Coordinate on the office administrative, accounting system in order to follow Thai Law regulation.
- Group meeting, Sharing information.
- Responsible for operator training.

TRAINING:

- Sales & Marketing/Application (ST Singapore)
- Interpersonal Behavior (ST Singapore)
- Quality Management System
- PRISMA Quote/Contract for Direct Customers
- The Basics of Supply Chain Management
- Quality Excellence in Mind Overview
- Corporate Responsibility Awareness
- Customer Notification for Products and Process Change
- Remote Management

SKILL

- English language proficiency
- Able to drive and possess a driver's license
- Operating system: Microsoft Windows and Computer programming skill
- Application: Microsoft office and SAP user

PERSONAL Hardworking, Good relationship and Friendly.

REFERENCE Available upon request