**Terapat Pongpiyapark**

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### Summary

- 7 Years demand and supply planning in contact center industry.

- Over 10 years in cooperate and management level - Expert in Microsoft office and basic user level of Tablue Zendesk and Salesforce.

- Play important part in Headcount and Demand planning to have optimization in Headcount usage

### Experience

* Logo for Shopee Project Manager (Workforce Management)

Shopee

Aug 2019 – May 2022

- Full scale of Workforce Management

- Build ground zero contact center

- Plan Hiring and Monitoring contact center

- Cooperate Head count planning and work with BPO to have hiring plan to match demand

- Plan Demand Plan in order to match to capacity by logics and historical data - Plan Annual Monthly Weekly demand and supply Other Projection

- Build up Report and analyst metric for contact center

- Project Improve capacity of Head Count and way optimize Head count on hand

* Logo for Grab Assistant to Reginal Workforce Management Manager

Grab

May 2016 – Jul 2019

- Full scale of Workforce Management

- ground zero contact center

- Cover 4 regions in SEA

- Plan Hiring and Monitoring contact center

- Cooperate Head count planning and work with BPO to have hiring plan to match demand

- Plan Demand Plan in order to match to capacity by logics and historical data

- Plan Annual Monthly Weekly demand and supply Other Projection

- Build up Report and analyst metric for contact center

- Project Improve capacity of Head Count and way optimize Head count on hand

* Purchasing Manager and Business Development Manager

Chum ek chuu chook

Mar 2014 – Jun 2016 (2 yrs 4 mos)

- Responsible to Purchasing Department and Business Development

- Develop and manage purchasing and contract management instruction, policies and procedures

- Manage inventory investments to maximize demand including initial buys, order adjustments, and excess inventory management

- Develop and maintain general, specific, and inclusive scope of work documents depending on work to be accomplished

- Spearhead marketing and business development activities to achieve breakthrough performance and acquire new business.

- Develop and execute effective business development strategies to generate leads, deals, and win new business

* Business Development Manager

Siam@Siam Design Hotels

Mar 2010 – Mar 2013 (3 yrs 1 mo)

- Develop and maintain general, specific, and inclusive scope of work documents depending on work to be accomplished

- Spearhead marketing and business development activities to achieve breakthrough performance and acquire new business.

- Develop and execute effective business development strategies to generate leads, deals, and win new business

* General Manager

Eat@siam

Mar 2010 – Mar 2011

- Hired, trained, and coached 50+ staff members on customer service skills, food and beverage knowledge.

- Consistently exceeded monthly sales goals by a minimum of 10% by training FOH staff on upselling techniques and creating a featured food and beverage program and BOH staff to optimize ingredient and material

* Stock Controller

PP design

Mar 2009 – Mar 2010

- Make the purchase order with our terms and condition and send to the supplier - To make the Item coding procedures.

- Prepare the aged item stock report

- Maintain the minimum stock level

- Supervise the packaging and handling of materials.

- Make stock ledger report as per Management requirement,

### Education

* Logo for Northumbria University

#### Northumbria University

Master of Science (MSc), Logistics, Materials, and Supply Chain Management

2007 – 2008