

# NACHAPOL ROC-ANUSORN

PROCESS IMPROVEMENT | PROJECT MANAGEMENT | OPERATIONS TEAM LEADERSHIP



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Process improvement and automation leader with cross-industry experience across insurance, manufacturing, and retail. Proven success in reducing turnaround times, increasing productivity, and leading digital transformation through RPA, data analytics, and lean methodology. Adept in stakeholder alignment, business analysis, and operational excellence.

## AREA OF EXPERTISE

Automation & RPA	Project Management	Process Optimization
Data Visualization & Reporting	Business Analysis	Team Leadership

## KEY ACHIEVEMENTS

- **30%+ improvement** in SLA and productivity within claims and manufacturing
- **540,000 THB/year saved** via AGV Projects
- **20 kg gold reduction** in stock redundancy through data analysis
- **End-to-End Project Leadership:** e-Cert, Vending Machine, Commission Tools, etc.
- **UAT & BRD:** get requirements across insurance & retail system implementations

## PROFESSIONAL EXPERIENCE

**Claim Registration & Data Service Manager, Generali Life Assurance (Thailand)**

Dec 2024 – Present

- Manage claim registration operations and team workflow for both credit and reimbursement claims
- Oversee SLA tracking, internal compliance, and cross-functional coordination with IT and operations teams
- Lead UAT activities and support deployment of the e-Claim Data Integration system
- Conduct business analysis and prepare Business Requirement Documents (BRDs) for process improvement

**Business Transformation Manager, NGG Enterprise**

Apr 2022 – Nov 2024

- Led cross-functional projects including e-Certification and retail innovation initiatives
- Designed and developed Power BI dashboards and ETL pipelines for sales and supply chain visibility
- Managed project lifecycle from feasibility study, planning, to implementation for new retail formats
- Collaborated with stakeholders to align business requirements and optimize internal processes

**Supervisor | Process Improvement Engineer, Shinning Gold**

Jul 2019 – Apr 2022

- Supervised production operations and standardized team workflows to enhance efficiency
- Implemented planning automation tools using Excel Macro and JavaScript
- Led process improvement initiatives focused on reducing lead time and resource waste
- Coordinated cross-team collaboration to align production planning with capacity and demand

**Improvement Engineer, Siam Kubota Corporation**

Jun 2017 – Jun 2019

- Implemented automation initiatives such as AGV systems to streamline production flow
- Led engineering projects including the Set Box initiative to optimize supply part delivery
- Conducted layout analysis and coordinated process improvements to support workforce efficiency

## EDUCATION

**Master of Science in Management Analytics and Data Technologies**

Jun 2024 - Present

School of Applied Statistics, National Institute of Development Administration (NIDA)

- Expected Completion: 2025

**Bachelor of Engineering in Industrial Engineering**

Mar 2013 - June 2017

Thammasat University | GPA: 3.15

## ADDITIONAL INFORMATION

- **Languages:** Thai (Native), English (Strong written and reading, conversational speaking)
- **Certifications:** Lean Six Sigma Green Belt
- **Awards/Activities:** Exceptional Performance (Innovation) – Generali Thailand, 2025, Team Efficiency Award – Shinning Gold, 2021, Best QCC Award – Siam Kubota, 2018