

Nachapol Roc-anusorn – Full Profile Document (Updated)

Basic Information

- **Name (EN):** Nachapol Roc-anusorn
 - **ชื่อภาษาไทย:** ณัฏพล โรจน์อนุสรณ์
 - **Title:** Process Improvement | Project Management | Operations Team Leadership
 - **Location:** Bangkok, Thailand
 - **Email:** r.nachapol@gmail.com
 - **Phone:** 064-687-7333
 - **Social:** LinkedIn | GitHub
 - **Certifications:** Lean Six Sigma – Green Belt
 - **Languages:**
 - Thai – Native
 - English – Strong reading/writing, conversational speaking
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Professional Summary

Operations and transformation leader with a proven track record in **process optimization**, **automation**, and **cross-functional project management**.

Experienced across **insurance, manufacturing, and retail industries**.

Adept at **streamlining operations using Lean methods and analytics tools** to improve business performance, service levels, and system efficiency.

ภาษาไทย (เพิ่มเติม):

ณัฏพล โรจน์อนุสรณ์ เป็นผู้นำด้านการปรับปรุงกระบวนการและการทราบดีฟอร์มธุรกิจ มีประสบการณ์ทั้งใน

อุตสาหกรรมประกันภัย การผลิต และค้าปลีก เชี่ยวชาญในการใช้ข้อมูลและ **Lean methods** เพื่อเพิ่มประสิทธิภาพ

การทำงานและยกระดับการตัดสินใจขององค์กร

Skills & Expertise

Technical & Automation

UiPath, Excel VBA / Macro, Power BI / SQL, Power Query, ETL Development, Power Automate, JavaScript (basic), Python (basic), Jira

Business & Process

Lean Six Sigma, SOP Standardization, Project Management, UAT Coordination, Supply Chain Analysis, Inventory Management, BRD Documentation, Process Optimization, Data Visualization

Leadership & Strategy

Team Management, Change Management, Performance Coaching, Cross-functional Collaboration, Stakeholder Management, Problem-Solving, Communication, Time Management, Decision-Making

Professional Experience

Claim Registration and Data Service Manager – Generali Life Assurance (Thailand) | Dec 2024 – Present | Bangkok

- Manage operations for claim registration and data services (credit & reimbursement).
- SLA monitoring, team performance management.
- Lead UAT for e-Claim initiatives.
- Document business needs into BRDs.

Business Transformation Manager – NGG Enterprise Co., Ltd | Apr 2022 – Nov 2024 | Bangkok

- Led digital transformation & business improvement projects.
- Designed Power BI dashboards, ETL pipelines.
- Managed project lifecycle (feasibility → execution).

Supervisor | Process Improvement Engineer – Shinning Gold | Jul 2019 – Apr 2022 | Pathum Thani

- Supervised production teams, standardized SOPs.
- Developed automation tools (Excel Macro, JavaScript).
- Led Lean projects reducing waste & lead time.

Improvement Engineer – Siam Kubota Corporation | Jun 2017 – Jun 2019 | Chonburi

- Implemented AGV automation & Set Box delivery system.
 - Conducted layout analysis for workforce efficiency.
 - Participated in QCC programs.
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Key Achievements

- SLA improved 75% → 95% at Generali, backlog reduced 70%.
 - Launched Jewelry Vending Machine project at NGG.
 - Implemented Sales Dashboard (Power BI, AWS) → reduced daily reporting 1 hour.
 - Reduced redundant stock 20kg gold (~฿6M) at Shinning Gold.
 - Increased OEE by 30%, reduced lead time by 20%, doubled daily output.
 - Automated planning & reporting → saved ฿540,000/year, reduced 2 FTEs.
 - AGV & Set Box projects at Siam Kubota.
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Education

- **Master of Science (Management Analytics and Data Technologies)** – NIDA | Expected 2025
 - **Bachelor of Engineering (Industrial Engineering)** – Thammasat University | GPA: 3.15
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Future Goal

- Become a **Data-Driven User and Implementor**.
 - Apply data + process improvement for decision-making.
 - Act as bridge between **business operations and data/tech teams**.
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Passion & Career Goal

- Passion for automation, analytics, digital transformation.
 - Interested in building **data pipelines, dashboards, workflow automation**.
 - Goal: lead **business transformation with strong data-driven practices**.
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Scope of Work Interests

Operations Excellence, Process Improvement, Business Analysis (BA), Project Management (PM), Data Analytics (DA), Data Engineering (DE), related business transformation & automation.

Strengths & Weaknesses

Strengths: Analytical mindset, problem-solving, automation & data visualization, cross-functional collaboration.

Weaknesses: Heavy reliance on data (slow without it), detail-oriented (execution may take longer).

Areas to Improve

- Advance in **Data Engineering (Spark, Cloud infra)**.
 - Leadership in **multi-country/global projects**.
 - Strategic communication with **C-level executives**.
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Frameworks in Use

PRA (Problem Root Cause Analysis), SWOT Analysis, Fishbone (Ishikawa), IPSO/PDCA, Lean Six Sigma