

# NACHAPOL ROC-ANUSORN

Business Process Improvement | Operations Improvement | Operations Leader

Thonburi, Bangkok    r.nachapol@gmail.com    064-687-7333    r-nachapol

## PROFILE INFO

A results-driven professional with a strong background in process improvement, automation, and cross-functional team leadership. Proven ability to optimize operations, enhance productivity, and drive efficiency through data-driven strategies and lean methodologies. Experienced in managing end-to-end projects, from business analysis and stakeholder alignment to solution implementation. Adept at utilizing automation tools such as RPA (UiPath) and Excel VBA to streamline workflows and reduce manual efforts. Recognized for leading high-impact initiatives and motivating teams to consistently exceed performance targets across manufacturing, retail, and insurance industries.

## EXPERIENCE

- Dec '24 - Present

Generali Life Assurance (Thailand) | Bangkok

Claim Registration Manager

- Managed and led the Claim Registration team to support the claim assessment process by ensuring accurate and timely document registration into the system.
  - Oversaw backlog and service level agreement (SLA) performance for both Credit and Reimbursement claim types to maintain customer satisfaction and operational efficiency.
  - Led the User Acceptance Test (UAT) process for the E-Claim Data Integration system, ensuring successful deployment and user readiness.
  - Collaborated closely with IT teams to enhance the claim processing system, improve data flow accuracy, and implement user-centric system functionalities.
  - Conducted end-to-end business analysis across all claim user groups, identifying needs and summarizing findings into Business Requirement Documents (BRD).
  - Streamlined and optimized internal claim registration processes using Lean methodology, reducing turnaround time and improving workflow efficiency.
- Apr '22 - Dec '24

NGG Enterprise Co., Ltd | Bangkok

Transformation & Project Management Manager

- Developed a scheme for commission and reduced reliance on manual processes.
  - Created an end-to-end process (Design, ETL, Providing Dashboard) for Sales and Supply Chain visualization using tools such as Excel, Power BI, database, and SQL.
  - Managed the Vending Machine Project from design to implementation, covering project feasibility and project management.
  - Led data analysis for missed opportunities due to non-optimized pricing against the market, improving the retail price and tag-changing process.
  - Led the E-Certification Project end-to-end process to provide E-certification for jewelry products and related documentation.
  - Created the standard process for NGG Trading in the re-purchasing gold part and analyzed the business's current state to provide a financial statement from the perspective of EBITDA.

## EDUCATION

- 2024 - 2025 | NIDA

Master of Science

Management Analytics and Data Technologies (MADT) | Expected Completion: End of 2025
- 2013 - 2017 | Thammasat University

Bachelor of Engineering

Industrial Engineering | GPA: 3.15

## SKILLS

- Soft Skills

- Team Leadership
  - Problem-Solving
  - Communication
  - Adaptability
  - Decision-Making
  - Collaboration
  - Time Management
  - Change Management
- Hard Skills

- Process Optimization
  - Lean Manufacturing
  - Automation (UiPath)
  - Data Analysis & Visualization
  - Project Management
  - Business Analysis
  - Supply Chain Management

## EXPERIENCE

### ■ Jul '19 – Apr '22

Shinning Gold I Pathum Thani

#### Supervisor and Process Improvement

- Production Supervisor, Set Standardize for team, Control Team Target.
- Increased productivity in the Wiring Manufacturing team.
- Standardized processes for the team, reducing lead time and improving OEE.
- Developed Excel Macro and used JavaScript to reduce the time for Planning and Forecasting processes.
- Used data-driven decision-making to identify areas for stock improvement.

### ■ Jun '17 – Jul '19

Siam Kubota Corporation I Chonburi

#### Improvement Engineer

- Improved production efficiency.
- Reduced staff by optimizing processes.
- Implemented AGV in the production line to enhance efficiency.
- Led the Set Box Project to optimize the supply parts delivery process.

## ACHIEVEMENTS

### ■ Operations

- Reduced claim registration backlog from over 20,000 transactions to 6,000 within 2 months through team restructuring and process streamlining.
- Improved SLA compliance rate for claim registration from 75% to 95% within 2 months by optimizing workflow and prioritizing urgent cases.
- Led the creation and execution of UAT scenarios for Phase I E-Claim system implementation, ensuring seamless system launch and user adoption.
- Increased team productivity by 30% through performance monitoring, workload balancing, and targeted coaching initiatives.

### ■ Process Improvement

- Increased productivity in the Wiring Manufacturing team: Improved productivity for 25%
- Standardized team processes to reduce lead time and improve OEE: Reduced lead time by 20% and increased OEE by 30%.
- Used data-driven decision-making to improve stock efficiency: Reduced duplicate parts in stock by 5%, approximately 20 kilograms or 6 million baht in value.
- Controlled team to hit twice productivity: Achieved double productivity by implementing new working standards and motivating the team.
- Improved production efficiency: Increased efficiency by 10% within 2 years.
- Reduced staff by optimizing processes: Reduced staff by 2 people and saved 540,000 baht per year.

### ■ Automation Projects

- Developed a scheme for commission: Reduced reliance on manual processes and improved accuracy.
- Created an end-to-end process for Sales and Supply Chain visualization: Used Excel, Power BI, and SQL to automate processes and improve reporting.
- Built automation for downloading data and providing it to dashboards: Developed automation using Excel Macro and JavaScript to save time and reduce manual work.

### ■ Project Management

- Led E-Cert Project end-to-end: Implemented an E-certification system for jewelry products, improving operational efficiency.
- Managed the Vending Machine Project from design to implementation: Covered feasibility, project design, and execution successfully.
- Improved the retail price and tag change process: Analyzed non-optimized pricing, leading to improved price adjustments.

## LANGUAGES

- Conversational in spoken English
- Strong writing and reading skills in English.

## TOOLS

- Microsoft Office
- Visual Basic Application
- Power BI
- SQL (Basic)
- Python (Basic)
- RPA (UiPath, Power Automate)
- Jira Project Management