

Nattapong Pungtam

288/3, Soi Srinakarin 24, Srinakarin Rd, Suanluang, Bangkok 10250

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E-mail : Natpungtam@gmail.com

Citizenship : Thai

Date of Birth : June 24, 1983



Experience

Dhipaya Insurance Public Company Limited, 1 year

Position : Claim Manager

Period : Oct 2023 – Present

- Manage the entire claims process, including requesting supporting claim documents, following up with involved parties, and updating claim status in the system.
- Provide fast, efficient, and courteous claims service to all customers.
- Keep the service standards and guidelines according to Company and OIC regulations.
- Arrange timely and accurate claims payments, ensuring proper documentation and dispatch to payees.
- Maintain regular communication with customers, insurance agents, and brokerage to provide updates on claim progress and address any concerns or inquiries.
- Collaborates with other teams within the organization to gather necessary information and resolve complex claims issues.
- Provides necessary advice, recommendation and supports claims staffs in claim handling.

TMB Thanachart Broker Co., Ltd., 4 years

Position : Senior Associate Bancassurance Business and Special Products (Team Leader)

Period : May 2019 – Sep 2023

- Encourage subordinates to work according to SLA and KPI.
- Give them an advice to solve the problem and coach them for basic and complicated insurance knowledge.
- Build and maintain effective professional relationships with clients, Insurers, Reinsurers and loss adjusters.
- Coordinate with colleagues and manage activities to meet department/team goal(s).
- Responsible for management and co-ordination of all claims such as IAR, CAR, PL, PI, CPM, Medical Malpractice.
- Provide efficient and effective claims service to meet the needs and requirements of the clients such as
 - give them an advice for claim process,
 - be a consultant for policy coverage and general insurance knowledge,

- assist them in negotiate with the Insurers to ensure that the settlement is correct according to the terms and conditions of the policy.
- Assist sales teams to review the policy coverage and give them an advice to provide appropriate special clauses that match with each client's business and also collaborate with them when visiting the clients to support them close the deal.
- Assist sales teams to negotiate policy terms and wording with Insurers.
- Analyze the clients' risks and give professional advice for appropriate insurance coverage.

Exxon Plus (Thailand) Co., Ltd., 6 years

Position : Engineering Loss Adjuster **Period :** September 2012 – December 2018

- Investigate at the loss location to establish the circumstances and cause of the loss in various sectors such as Commercial buildings, Construction sites, Industrial factories, Power Plants, Machinery and Construction equipment and Third-party liability
- Ascertain whether the loss or damage is covered by the insurance policy.
- Use negotiation skills to solve technical problems and to provide alternative solutions to settle any claims.
- Act as focal point for the organising of repairs or replacements, as appropriate, to satisfaction of Insurers, Brokers and Insureds.
- Prepare records and reports in English and Thai for Insurers.

Lion Asia (Thailand) Co., Ltd, Sathorn, 1.5 years

Position : Technical Sales Engineer **Duration :** Jan , 2011 – August 2012

- In charge of Industrial Packaging (IBC) and Solvent.
- Develop comprehensive, focused sales and marketing strategies parallel with the broader business strategies.
- Increase sales and create new customer accounts by identifying new markets on various industry sectors and also retain and develop existing customers
- Analyze customers' requests and translate them into a technically correct and commercially attractive proposals.

Skills

English: Good command of English for listening, speaking, reading and writing.

Insurance: Knowledge in various types of insurance policies : IAR, CAR, CPM, PL, Fire, Product Liability, Professional Indemnity, Medical Malpractice Insurance and etc.

Computer: Good skill and can do all Excel, Word, Power Point, Outlook and internet.

Strengths

- Self-motivating and capable of leading a team

- Ability to work effectively within a team environment, to proactively share knowledge and work collaboratively to support colleagues/subordinates and deliver required business outcomes
- Ability in negotiation to solve technical problems and to provide alternative solutions to settle any claims.
- Engineering : Knowledge in electricity, power and electrical equipment, including power supply, generators, transformers, lifts, motors, MDBs and also knowledge of other engineering fields, including Civil and Mechanical Engineering, through work experience.

Education

- Kasetsart University, Bangkok, Thailand.
Bachelor of Engineering (Electrical Engineering) from 2001 – 2005 with GPA 2.94

Training

- Electronics (at Advance Electronic Training Center)
- Industrial Electricity (at Advance Electronic Training Center)
- English for Lawyer (at Ohm's Law Tutor)
- General Law for Insurance (at Thailand Insurance Institute)
- Product Liability Insurance (at Thailand Insurance Institute)

Honors and reference

- Received The Ribbon award from TTB Bank for being commended by a customer for providing good claim service.

Reference persons

Mr. Parinya Kaewduangtien (Managing Director of Exxon Plus (Thailand) Co., Ltd.)

Tel 081-875-0107

Mr. Jirut Prapaso (Head of Claims and Risk Advisory of TTB Broker Co., Ltd.)

Tel 061-591-5269