Mr. Thitipat Promthong

19/635 Nawamin Rd., Klongkum, Buangkum, Bangkok 10240
Tel. 081-831-1490   email: Thitipat.jo@gmail.com   DOB: Jan 13, 1967

Position Applied: Senior Manager - Business Process Improvement

Expected Salary: Negotiate

Experiences:

➢ **1995 – 2017 Allianz Ayudhya Life Assurance PCL. (AZAY), Bangkok.**

AVP – Fin. & Acc. division   : Reporting to SVP (Finance) : 10 Y. (2007- Jun 2017)
- **Process improvement** in Fin. & Acc. division (Cheque stub / Bank Reconcile / MPOS / e-Payment / RPA / e-TR / TR on Web / e-Statement).
- **Temporary Receipt Service dept.** (Daily operation & monitor) as well as to service sale force and finding fraud or misconduct from sale force & staffs. And finally to follow up the fraud cases result from Ethic Committee (EC).
- **Premium Collection & Payment** to support all distribution channel and company.
- **AZAY Task force** such as DNA (Digital native Agent) / Unit link / Banc assurance Operation / DRP / BCP / e-Register / Fax claim etc.

Insurance Investigation Manager   : Report to VP (IA): 2 Y. 6 M. (2005-2007)

Assist VP. (Insurance Appraisal) to operate IA Team (U/I, Claim, Finance, Investigation) and TRS Team in scope of budget control and review the investigation report summarize.

Assistant Manager of IT. Audit   : Report to SVP (Audit): 1 Y. 6 M. (2003-2005)

Initiate the IT audit in company and take care TRS team.

Senior Agency Support Head   : Reporting to VP – CAO: 3 Y. (2001-2003)

My major function to provide and motivate A/A to increase productivity via tools such as contest, sale promotion, information provider, marketing survey & research analyst. And take IT specialist role for CAO downline. Prepare production report for CAO office team in Thailand and Laos.

Senior BSA   : Reporting to SVP. (Systems & Technology) : 5 Y. (1995-2000)

Start of my working life with AZAY, I was a supervisory to preparing and find a better process for usage in AZAY with IT system or new procedure. Prepare MIS / EIS on AS/400, PC and Web base platform.

➢ **1994 - 1995 VES Group (Holding) Co., Ltd., Bangkok** (Base on Andaman Club, Myanmar)

MIS Officer (Acting Technology Manager)   : Reporting to Executive Director (Operation)

Be responsible for system usage in Andaman Club Project (Hotel / Casino / Duty free shop) such as computer system, Satellite TV, CCTV and electronic game machine (Slot Machine, Play card, Horsing race), Satellite PABX and ATM.

➢ **1992 - 1994 American International Assurance Co., Ltd., Bangkok.**

User Computing Coordinator   : Reporting to Corporate System Manager/ VP- MISO

Supervise companywide PC users on EDP, troubleshoot system related to difficulties in-house and outside, synergy users' efforts to enhance MIS implementation, and initiate automated schemes to increase corporate functional flow efficiency.

- ➤ **1990 - 1992 Sahaviriya OA Group Co., Ltd**., **Bankgkok**)

  Senior Technical Support supervisor   : Reporting to General Manager

  Customer Support in OA Division dealing with software program instruction to employees of franchisees, global sales forecast, IT market research and promotional campaigns. Progressively expanded into a technical role of innovative product developments, interface with retail clientele and management of support services team.

- ➤ **1989 - 1990   Green E-Sarn Foundation, Bangkok**

  MIS Officer   : Reporting to Secretary-General

  Multifaceted tasks of system, programming, analyses, (re)design, implementation and appraisal for organization wide users' backup.

- ➤ **1988 - 1989 Computer Lab, Ramkhamhaeng University, Bangkok**

  Assistant Instructor   : Reporting to Computer Science Department Head
  Assist users to operate Supermicro-computers and mini-computer.

Educational Background:

2007   OPEX Blue belt Certificate (Operation Excellent)
2002   FLMI Level 1, LOMA
2001   M.Sc. (Computer science), NIDA
1991   B.Sc. (Computer Science), Ramkhamhaeng University
1983   Hadyai Wittayalai High School (Science – Math)

Professional Training: (Non-Certificate / Certificate)

- Decision Support & Expert Systems, NECTEC
- Data Analyst & Data Modeling, NECTEC
- Cresitive Thinking, ACLC
- Problem Solving & Decision making, ACLC
- Management of Service quality, ACLC
- Organization & Planning, AMA
- Making Change happen, CMMU
- Proactive Business, AMA
- Project Management / Improvement Project Management / Adv. Project Management, AMA
- IT Security, MICT
- Advance System Analysis, MICT
- People Skill for management, Orchid Slingshot
- Powerful meeting, Beyond Training
- Cloud computing, DEPA
- LEAN Manager (On Progress)
- Big data analytic with Power BI (On Progress)

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