

Kruawan Narkwichit (One)

เครือวัลย์ นาควิจิตร (วัล)

Human Resources Information System (HRIS)



PERSONAL INFORMATION

Address : Pluakdaeng, Rayong, Thailand
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E-mail : one.kruawan@gmail.com or one.kruawan@outlook.com
Nationality : Thai Age : 47 years old
Marital status : Single Language : Thai and English

EDUCATION BACKGROUND

June 1997 - March 2000 Bachelor of Industrial Technology in Information Technology for Industry
King Mongkut's University of Technology North Bangkok
May 1993 - March 1997 Diploma in Computer Technology
Rajamangala University of Technology, Nakornratchasima

CAREER PROFILE

Extensive experience in IT Operations and Infrastructure and Human Resources Information System (HRIS) both industrial environment and sales office, Manufacturing Execution System (MES), Enterprise Resources Planning system (ERP), Service desk (SD) and new application or system implementation. Furthermore professionally working with multi-national team with efficient English communication and focusing on customer satisfaction for business goals.

HRIS EXPERIENCE

- Darwinbox HR Management Software (HRMS) and Disprz Learning Management System (LMS) implementation also end-user training
- System Administrator for Saba Halogen TalentSpace (Cornerstone OnDemand - CSOD) Performance Management System in Asia Pacific region
- Core Values and Competencies handbook implementation and training
- COACH HRIS implementation support for servers, infrastructure and database backup
- HRC (Human Resource Collaboration) by Power Vision with system installation including database backup and restoration also coordinate with supplier regarding problem solving and software upgrade

EMPLOYMENT EXPERIENCE

■ December 2016 – Present (6 years 4 month)

Position: HRIS Analyst APAC (Human Resources Information System Analyst Asia Pacific)
Report to: HR Director APAC
Company: Ampacet (Thailand), Rayong (400+ employees in Asia Pacific) – HQ in New York, USA
Business type: Plastic masterbatch and additives

Responsibilities:

- Responsible for HRIS concerns for 400+ employees in 10 countries including Australia, New Zealand, China, India, Indonesia, Malaysia, Philippines, South Korea, Thailand and Vietnam
- Delivering end-user training for Saba Halogen Performance Management System after implementation
- Darwinbox HRIS implementation and being System Administrator
- Providing technical support facilitate the use of the HRIS and concerned HR systems
- Core values and Competencies handbook implementation and training to support Development plans
- Facilitate soft skill training, workshop and e-English program to align with Development plans
- Roll out Management structure and reporting lines to align Global policy
- Organization Chart clean up on Active Directory (AD) and consolidating Employee master database for APAC locations
- Providing and align HR reports, processes and forms
- Be a HR user champion for Microsoft SharePoint Online Intranet implementation with MIS and IT team
- Be elected as a team member of Welfare Committee (WFC) for employee and CSR activity support
- Assisting with Human Resources initiatives projects as assigned e.g. Newcomer orientation, Acronyms and definition alignment, Employee picture shooting for Organization chart and new employee badge re-design, Employee Pulse Survey, 360 degree survey for Leadership team

■ **April 2016 – November 2016** (8 months)

Reason of Leaving: New opportunity

Position: Account Executive

Report to: General Manager

Company: True Bending, Rayong

Business type: Wire and metal part manufacturing and trading

Responsibilities:

- Coordinate with customers and production team for quality and delivery
- Manage all documents for entire process

■ **November 2011 – March 2016** (4 years 5 months)

Reason of Leaving: Family circumstance

Position: Senior IT Engineer

Report to: Head of IT APAC and Finance Director

Company: Grohe Siam, Klaeng, Rayong (1,800+ employees) – HQ in Düsseldorf, Germany

Business type: Bathroom fitting manufacturing

Responsibilities:

- 300+ users and 200+ computers support at Bangkok Sales office and Rayong plant
- Manage and maintain IT Operations service, equipment and network system also support system control computers in manufacturing processes
- Basic SAP and in-house application support
- Coordinate with multi-national teams in Europe and Asia teams also Service Desk team and some suppliers
- Plan, propose, implement and control budget according to Central IT to support major business projects

■ **December 2009 – May 2011** (1 years 6 months)

Reason of Leaving: Completion of contract

Position: IT Technical Specialist

Report to: Service Desk Manager

Company: HCL Technologies Malaysia, Kuala Lumpur (50,000+ employees) – HQ in Noida, India

Business type: Service Desk support for Electrolux Thailand (1,000+ employees)

Responsibilities:

- Support 500+ users and 450+ computers in Bangkok sales office and 2 plants in Rayong
- Collaborate with South East Asia team members from Malaysia, Indonesia, China, Vietnam and India
- Document Run book and installation of all Electrolux manufacturing environment system and knowledge transfer to team members for new team set up also deliver orientation and on the job trainings for new Thai agents
- Create some basic user guide documents then users could easily follow the instruction themselves
- Provide service and problem solving solution to meet Service Level Agreement (SLA)
- Coordinate between back-end team and IT Business Application team for second level support
- Support Global and Onsite support teams for new project implementation
- Process computer leasing with vendor and leasing company from the start to onsite delivery
- Manage network account, distribution group, file and folder permission and disk quota.

■ **August 2006 – November 2009** (Total years of service in Electrolux: 5 years)

Reason of Leaving: IT outsourcing

Position: IT Specialist

Report to: East Asia IT Operations Manager and HR Director

Company: Electrolux Thailand, Bankhai, Rayong (800+ Employees) – HQ in Stockholm, Sweden

Business: Tumble Dryer, Front load and Top load washing machine manufacturing

Responsibilities:

- Support 300+ users and 200+ computers in 2 plants in Rayong
- Local and global project support in IT Operations concerns both software and hardware
- Plan and manage IT budget and expense planning
- IT weekly and monthly report to Management team including Business Plan Deployment (BPD) and Action plan
- Server room improvement for server, air conditioning, network equipment, cable re-patching and phone system
- Plan and propose Disaster Recovery Plan (DRP)
- Initiate “IT Representatives Project” for potential users to be the very first level support to their teams before contacting IT team
- New user orientation and in-house application training
- Initiate standard documents for IT operations processes, forms and user guidelines

■ **December 2004 – July 2006**

Position: IT Support Officer

Report to: Finance Director

Company: Electrolux Thailand, Bankhai, Rayong (100+ Employees) – HQ in Stockholm, Sweden

Business: Front load washing machine and Built-in cooking hob manufacturing (New plant set up)

Responsibilities:

- 100+ users and 100+ computers support for 2 production lines
- Manage Active directory (AD) and File server maintenance, data backup/restore and all network equipment
- Initiate documents for software and hardware installation also user guideline for Service Call Rate (SCR) reduction
- Support users both software and hardware and manage maintenance assistant with vendors
- Implement Finished goods and Loading barcode system for Front load washing machine production line
- Plan IT Business Plan Deployment (BPD) to reach Key Performance Indicator (KPI)
- Coordinate with Purchasing department for IT equipment procurement

■ **March 2003 – December 2004** (1 years 9 months)

Reason of Leaving: New opportunity

Position: IT Support Engineer

Report to: IT Manager

Company: Grohe Siam, Klaeng, Rayong (800+ employees) – HQ in Düsseldorf, Germany

Business: Bathroom fitting manufacturing

Responsibilities:

- 100+ users and 70+ computers support both office and factory
- Perform server maintenance and data backup
- Respond for Email, Network/Internet access and telephone system
- Diagnose and troubleshoot both software and hardware problems also contact vender for resolution support
- Update documents for software/hardware installation, inventory and Maintenance Agreement

■ **August 2000 – February 2003** (2 years 7 months)

Reason of Leaving: New opportunity

Position: IT Supervisor

Report to: Marketing Director

Company: JR F&B, Ladkrabang, Bangkok (200+ employees)

Business: Instant food and beverage import and re-packing (New office and new plant set up)

Responsibilities:

- 50+ users and 40+ computers support both office and plant
- Implement and training all modules of FORMA or FORMULA, the Enterprise Resources Planning system
- Provide specification, price comparison and negotiation for IT equipment and service with vendors for procurement
- Manage Mail system, server maintenance, data back up and restoration
- Support users for desktop applications and in-house applications

■ **July 1999 – April 2000** (10 months)

Reason of Leaving: Completion of project

Position: Teacher Assistant (Part time job while studying in the university)

Company: IT OPM, Seacon Square, Bangkok: Software and application training

Project: College of Innovative Education, Thammasat University

Responsibilities: Support learners in the course of Information Technology for university that consisted of;

- Microsoft Office: Microsoft Word, Microsoft Excel and Microsoft PowerPoint
- Internet, web page design and basic database using Microsoft Access

TRAINING AND DEVELOPMENT

COURSE NAME	ORGANIZER	YEAR
1. Common Goal Workshop	Ampacet (Thailand)	March 2023
2. Disprz LMS Administrator	Disprz	October 2022
3. Darwinbox HRMS Administrator	Darwinbox	September 2022
4. Personal Data Protection Act (PDPA)	Dharmniti	December 2021
5. Saba Halogen TalentSpace Administrator	Cornerstone OnDemand (CSOD)	May 2021
6. Emotional Intelligence	Ampacet (Thailand)	December 2020
7. Public Speaking Training & Facilitator Certification	Udemy	September 2019
8. Crucial Accountability Conversation	Ampacet (Thailand)	August 2019
9. Total Remuneration Concept	Ampacet (Thailand)	December 2018
10. Building Accountability Workshop	Ampacet Corporation	July 2018
11. Performance Management Essentials (PME)	Saba Halogen	January 2018
12. Talent Space Live Workshop Arizona, USA	Saba Halogen	May 2017
13. Living our Values Workshop	Ampacet (Thailand)	March 2017
14. Coach the Coach	Be Winning Train and Coach	January 2016
15. Essential Knowledge for Information System Auditor	ACIS Professional Center	December 2015
16. Project Management Fundamentals (PMF)	Enterprise Resources Training (ERT)	September 2015
17. Getting Things Done (GTD)	Productive Plus	May 2015
18. Proactive Leadership and Coaching Skills	ENPEO Consulting	July 2014
19. Test of English for International Communication (TOEIC) Score: 805 of 990 (425 Listening/380 Reading)	TOEIC, Bangkok	December 2013
20. Effective Communication	ENPEO Consulting	December 2013
21. Leading @ work in 6 busy days	ENPEO Consulting	August 2013
22. Leadership Training	Electrolux Manufacturing School	March 2010
23. Mind Mapping	Busan Center (Thailand)	September 2009
24. EQ Workshop for Supportive Communication	Electrolux Manufacturing School	December 2007
25. English Grammar and Conversation level 11	American University Alumni (AUA)	Year 2006
26. FORMA or FORMULA ERP System	Crystal Software	Year 2000