KITTIPONG TECHAPANICHGUL

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JOB BACKGROUND

Testing Quality Assurance analyst provides level-3 application support of testing tools belonged to Testing and Quality Assurance (TQA) services, which comprise a wide-range of testing applications from test management to performance testing. The purpose of TQA services is to offer centralized application testing support for application development and maintenance projects.

PROFESSIONAL ACCOMPLISHMENTS

Safety Activity
- Led and motivated the whole Bangkok ATS team to creatively create 14 posters for Safety Challenge Competition, which made BATS team achieve the 51st rank in Global positions as of January 4th, 2008

Work Transition Project
- Successfully received Work Transition Project (WTP) within change in control (CIC) date, satisfying sending team's expectation and resulting in the service establishment in Asia Pacific region.
- As a part of the WTP, completed face-to-face knowledge transfer session in Houston within 17 business days, with abilities to provide fundamental application supports to actual users as well as continuing on-going work relating to WTP
- Due to organizational change since January 1 '08, being the only TQA application support to handle and resolve most of the PMTS tickets with little help from former SME, who moved to another unit (TCoE).

Server and Application Upgrade
- Initiated and led a meeting of 7 multinational members to address concerns and potential issues of HOEWAS03 server upgrade, which yields to a comprehensive draft of server upgrade plan that would avoid possible impacts from service interruption
- Along with SME, accomplished the first full cycle of TestDirector application version upgrade without any consequential service impacts
- Planned and conducted functional testing to ensure all TQA applications properly run on XME machine that has Microsoft Security Hotfix (MS07-040) installed, which prevents users from experiencing unexpected compatibility problems

Service Migration
- Seamlessly migrated DevPartner Studio License Management Service from ATSLAB2 to WYNATS09 without prior experience in server migration

Service Consistency
- Consistently deliver performance testing results to IMPACT project team and identifying potential application performance problems to responsible team for application performance enhancement

Process Improvement Initiative
- Proposed a TQA process improvement plan in managing S&C documents belonged to TQA services for quick references, convenient accessibility and readiness for all coming auditing activities

LEARNING AND DEVELOPMENT PLAN ACCOMPLISHMENTS

Leadership & Creativity
- Joining activity like Safety Challenge creates improvements in leadership experiences and creativity. The opportunity taught me how to motivate people & ignite ideas from others (which can then be built upon to make a personal creative one) while still keeping their operational items done on timely basis.

Time management Skill
- Taking a part-time MBA program while working at ExxonMobil develops my skill in managing time and prioritizing work items as well as assignments to be able to handle most important things in both worlds on time.

Problem Solving Skills
- Having been gathering experiences in resolving problems from daily operational work as well as attending training course on problem solving, both of them enable me to cultivate problem solving skill to competently handle most problems with less time.

Software Testing Skills
- Having attended internal training sessions in software testing during WTP, I am able to apply learned concepts to real testing applications, resulting in satisfactory support as expected by SME.

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- Having been utilizing Loadrunner application to do performance testing, the opportunity brings on-the-job experiences and tool's competency to provide better support in similar testing.
- Working with a test script generating tool (QuickTest Professional), I have a chance to combine testing concepts learnt during WTP with work experiences as well as tool competency to finer support testers across EMIT.

STRENGTHS

Communication Skill
- Closely working with foreign colleague, it improves understanding on how to communicate with others more effectively, which augments strength in communication skills leading to a better and accurate work result.

Coordination Skill
- Having coordinated people from different functions to work together on problems, I realized how to cooperate and act with others who have different characteristics and mindsets appropriately.

Time Management Skill
- Studying a part-time MBA program and working at the same time, I leant how to manage time more efficiently to achieve a good work-life balance.

Problem Solving Skill
- Having experienced a variety of technical problems from daily operational work, problem-solving skill is improved consistently which is considered as another dimension of personal strength.