KITTIPONG TECHAPANICHGUL

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EDUCATION

Massachusetts Institute of Technology, Cambridge, MA   **Jan 2009 – Jun 2011**
School of Engineering and Sloan School of Management
Master of Science in Engineering and Management with a GPA of 4.6
System Design and Management Fellow (SDM)
Thesis Title: *Revolutionizing Education with the Awareness of the Value of Knowledge Concepts in High School*
Thesis Advisor: Pat Hale, Director of the SDM Fellows Program at MIT
- Research Assistance of Guided Learning Pathway Project
- Media Committee in the SDM Leadership Committee

University of Pittsburgh, Pittsburgh, PA   **Sep 2004 – Dec 2005**
Master of Science in Information Science with a GPA of 3.79
- Graduate Student Researcher (GSR) of Instruction and Learning Department
- Web Administrator of Thai Student Association at the University of Pittsburgh

Chulalongkorn University, Bangkok, Thailand   **Jun 1999 – Mar 2003**
Bachelor of Science in Computer Science with a GPA of 3.13
- Co-Header of Reception Unit in Chulalongkorn University Exhibition #5

PROFESSIONAL EXPERIENCE

Thai Pet Industrial Company Limited, Bangkok, Thailand   **Jul 2011 – Present**
Internal Management Consultant & Project Manager
- Investigated and identified key areas for improvement in current business operations, leading to the proposed short-term and long-term strategies to turn around the company, resulting in the revenue increase in the FY2013 of 5 percent in contrast to the Thailand's 2013 GDP growth rate of 2.9 percent
- Conducted a comprehensive competitor analysis to discover a compelling value proposition where sales and marketing team subsequently undertook as a direction to strengthen the company competitiveness
- Developed tactics together with the sales and marketing team to effectively convert leads to customers from THAIFEX and PROPAK 2012, resulting in new customer orders worth a total of $560K per year
- Setup and led the steering committee to create a holistic visualization of business processes and workflows with BPMN, which assisted in the succeeding discovery of cost-intensive activities and business reengineering opportunities
- Introduced and demonstrated Google Apps scripting techniques to IT team to implement the business analytics and business process automation between Google Apps platform and other web services
- Designed and prototyped a graphical root cause analysis web service based on customer complaints with Google Visualization API and Google Query Language
- Devised a novel knowledge management practice that exploits new media to create more engaging and meaningful learning experiences for successors, resulting in the shorter training period
- Empowered sales and marketing team with iOS devices and productivity apps to not only shorten the sales cycle from months to weeks but also provide timely customer supports and services
- Provided directions for a creative packaging design team to create a morphological matrix for packaging designs used as an input for an IOS-based application of do-it-yourself (DIY) packaging designs, which is a part of mass customization manufacturing project
- Successfully convinced the management team to invest in an energy measurement system, which is a part of digital enterprise transformation plan, to elucidate the major company cost structure in real time for the first time
- Led an interdepartmental team to implement the payroll automation system using fingerprint scanner, deducting the payroll processing time by 30% while increasing the data reliability for accurate cost accounting

ExxonMobil Limited, Bangkok, Thailand   **Aug 2006 – Nov 2008**
Testing and Quality Assurance (TQA) Service Administrator (Jun 2007 – Nov 2008)
- Successfully delivered Work Transition Project (WTP) within change in control (CIC) date, satisfying sending team's expectation and leading to the service establishment in Asia Pacific region
- Completed a knowledge transfer session in Houston within 17 business days as a part of the WTP, resulting in the abilities to provide fundamental application supports to users as well as continuing on-going work relating to the WTP
- Handled and resolved most of the PMTS tickets with little help from former subject matter expert, who

was assigned to another unit; exceeded defined service-level objective
- Initiated and led a meeting of 7 multinational members to address concerns and potential issues of a server upgrade, which yields to a comprehensive draft of server upgrade plan that would avoid possible impacts from service interruption
- 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

Business Line Application Analyst, FileNet system business applications (Aug 2006 – May 2007)
- Constructed in-depth analysis for design and uses of FileNet system, which significantly reduced problem investigation time
- Conducted FileNet setup, configuration and deployment to meet business requirements
- Monitored system availability for timely recovery, resulting in overall decreased downtime

University of Pittsburgh, School of Education, Pittsburgh, PA   **Feb 2005 – Jun 2006**
System Programmer III
- Led initiative to design interactive forms in MS Access; applied usability heuristics method which increased user productivity
- Developed Java application for Pennsylvania Alternative System of Assessment (PASA) to use barcode scanners that automatically stored data and ensured database integrity
- Designed and developed PASA website based on Model-View-Controller design pattern using JSP, Jakarta Struts Framework and Apache Tomcat Server 5.5

SKILLS, INTEREST AND ACTIVITIES:
- Teaching skills: Giving lectures on System Design and Analysis to computer science students at Chulalongkorn University in Fall 2011 and 2012
- Communication and presentation skills: Worked as a master of ceremony of the ExxonMobil BLA team-building event in 2008
- Entrepreneurial skills: Founded and developed a non-profit website to provide software that attempts to inspire and motivate high school students to love in learning
- Consulting skill: Being one of the thirty-six finalists selected to attend an invitation-only seminar Mckinsey Insight Asia 2010, which provides an opportunity to crack consulting cases and learn how to work as a professional management consultant
- Programming skills: C/C++, Objective-C, Java, HTML, CSS, Jscript, JQuery, Perl, XML, PHP, JSP, ASP, Google Apps Script, SQL Language and IOS
- Rapid prototyping skills: Flash ActionScript 3, Papervision
- Love learning and mastering web and multimedia production tools: Adobe Dreamweaver, Adobe Flash, Jakarta Tomcat 5, Struts framework, Xcode, Eclipse, Adobe Photoshop, Adobe Illustrator, Sony Vegas
- Enjoy reading self-improvement books and technology magazines; playing soccer and golf