

CHATWAREN RODRUANGNGAM (HUTCH)

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Professional Summary

A highly capable HR and Administrative professional with years of experience managing the complete employee lifecycle, financial operations, and general office affairs. Skilled in liaising with external parties to ensure compliance and operational efficiency. Also experience managing the full payroll process for organizations with multiple companies. A proactive problem-solver with a strong background in improving internal controls and supporting all levels of a business.

Core Competencies

- **HR:** payroll processing for 600+ staff, multiple pay schedules. New hire onboarding, staff training, employee support, recruitment, KPI tracking.
 - **Financial Operations:** Cash flow management, fund transfers, vendor payments, petty cash, budget planning.
 - **Process Improvement:** Creating/Improve SOPs, database management, new system development, workflow improvements.
 - **Data Analysis & Reporting:** Using SQL, Google Sheets/Excel (advanced), data reports, performance tracking.
 - **Administrative Support:** Team support, vendor coordination, document management, report generation.
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Professional Experience

HR & Finance Operations Supervisor | Echo Bangkok Co.,Ltd. | (Oct 2025 - present)

- Led the setup of HR and Finance operations for a newly established company, creating foundational workflows across recruitment, onboarding, payroll, compliance, AP, AR, and administrative documentation.
- Managed end-to-end HR operations from recruitment to offboarding, candidate screening, interview coordination, onboarding, employee records, payroll preparation.
- Established AP and AR workflows to ensure financial documents were accurate, organized, and ready for review and submission to an external accounting firm.
- Managed payment planning for each payment cycle, including vendor payments, employee payments, statutory payments, and recurring operational expenses.
- Prepared monthly payroll and related statutory documents, including Social Security Fund submissions, PND 1, and employee payroll records.
- Coordinated company registration documents, corporate filings, and other administrative requirements with government agencies, private organizations, vendors, and external service providers.
- Developed internal document control and compliance tracking processes across HR and Finance to improve accuracy, accountability, and timely submission.
- Served as the main coordinator between internal teams, external accountants, vendors, and government agencies to ensure smooth back-office operations.

Senior, Fleet Finance and Asset | Urban Mobility Tech Co., Ltd. (MuvMi) | *(Dec 2023 - Aug 2025)*

- Removed 100% of payroll errors, saving the company over 200K THB in Q1 2024 through careful process improvements.
- Managed the complete payroll process for over 600 drivers with different pay schedules (daily, weekly, monthly), ensuring all payments were accurate and on time.
- Managed cash flow and fund transfers between companies to ensure money was available for all operational costs.
- Manage and control all company asset documents (Vehicle-tax and Station related)
- Created and improved Standard Operating Procedures (SOPs) for important asset duties like SIM card tracking and insurance claims.
- Led the project to create a new semi-automated driver database and payment system, greatly reducing manual work and risk.

Senior, HR Supervisor | Pulse Silom Co., Ltd. (Pulse Group) | *(Sep 2023 - Feb 2024) 6-month Contract*

- Managed monthly payroll for 100+ employees and ~20 doctors across four separate companies (clinic, retail, tech, lab).
- Worked with the Finance and Accounting teams to improve payment schedules and process for employee benefits.
- Created a new tracking system that reduced missed employee performance reviews to zero.
- Ensured all legal and financial documents (PND 1, SSF) were prepared correctly and on time.

Operations Executive (Administrator, Payroll and Training) | The Fresh Food Co., Ltd. (getfresh)
(Jun 2022 - Sep 2023)

- Managed the end-to-end employee lifecycle for 100+ employees, from onboarding and new hire training to performance management support and offboarding.
- Developed and delivered training for store and staff management which is Profit & Loss (P&L) statements, managing Cost of Goods Sold (COGS), controlling Cost of Labor (COL), and general SG&A expenses.
- Also training on operational excellence standards, focusing on Quality, Cleanliness, and Service (QCS) to enhance overall store performance, improve customer satisfaction, and ensure brand consistency.
- Supported performance management initiatives by developing and implementing an Employee Retention Strategy, focused on a positive work environment.
- Managed monthly payroll and benefits administration for all 100+ employees.

Rider Logistics Team Lead | Delivery Hero Logistics (Thailand) Co., Ltd. (foodpanda) (March 2020 - June 2022)

- Manage and support the day-to-day operations of the team (Central Region Team), and ensure that all the key performance targets are achieved
- Handle end-to-end rider's mass recruitment (prescreening, recruiting, hiring, and training) using various methods to recruit including social media platforms, events and job fairs.
- Organizes and conducts orientation sessions and coordinates on-the-job training for new and transferred staff (Riders)
- Coordinates or performs compliance training and personal development classes for subordinates
- Conducts training for subordinates on techniques and skills to manage and supervise their staff (Riders)
- Handle monthly petty cash transactions and reports. Ensure documents of the petty cash expenses correctly
- Establishes and maintains outstanding relations with riders
- Manage equipment stock for riders
- Make rider's papers (payroll, certification of employment etc.)
- Coordinate with a variety of people including employees, vendors, and customers

Assistant Store Manager | Jaspal Co., Ltd. (CPS Coffee) (Nov 2018 – Feb 2020)

- Supervised daily operations and staff, managed quality control, and handled daily sales reporting.