

**Ms. Warunee Poodee**

**Position:** Vice President - Operation & Business Support

**Education:**

- Bachelor's Degree of Accounting, Rajamangala Institute of Technology, (Khlomg 6)
- Master of Business Administration, Chulalongkorn University



**Training**

- Basic Costing (class 1/2021)
- Privacy & Security Summit 2021
- ILO Enhanced Caller Management in 2020
- ILO Recruit, Hire, Retain, Promote for Success in 2020
- ILO Addressing for NG9-1-1 in c2020
- ILO Leadership in the 9-1-1 center in 2020
- Smart Management Meeting in 2020
- 10X Sale bootscamp in 2020
- Personal data Protection Act, 2019
- Leadership & Innovation, 2019
- Preliminary to Corporate Sustainability, 2019
- Corporate Sustainability Strategy, 2019
- Risk Management, 2013
- Customer Operation Performance Center (COPC), 2011
- ISO/IEC 27001 : Information Security Management
- ISO/IEC 20000 : IT Service Management
- ISO 9001 : Quality Management System (QMS)
- Modern Managers Program (MMP)
- Corporate Strategy Plan
- Modern Marketing Management.
- Contact Center Operation

**Position in others listed companies:** - None -

**Position in non-listed companies:** - None -

**Working experiences**

Aug.2020 – Present	Vice President - Operation & Business Support	One To One Contacts Plc.
Nov.2019 – Present	Executive Committee Member	One To One Contacts Plc.
May.2019 – Present	Sustainable Development Committee Member	One To One Contacts Plc.
Nov.2019 – Jul.2020	Assistant Vice President - Operations	One To One Contacts Plc.
2015 – Oct.2019	Assistant Vice President - Customer Business Monitoring & Quality Management	One To One Contacts Plc.
2012 – 2014	Senior Manager of Marketing and Corporate strategy	One To One Contacts Plc.