

# Benjawan In-aem

Knowledge Management Analyst

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## Summary

The Knowledge Management Analyst is responsible for organizing and executing tasks and projects that contribute to the unit's KM strategy. Moreover It's been called to prepare plans, policies and procedures for KM within the unit and inform about knowledge management practices throughout the PWA by networking with peers and participating in communities of practice and advises staff and management on KM topics. Besides, it's required to conduct training programs for unit staff and external clients on KM resources and systems and respond to queries by organizing information and knowledge resources, synthesizing responses, compiling statistical information and preparing reports.

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## Experience

### **Knowledge Management Analyst at Provincial Waterworks Authority (PWA)**

October 2013 - Present (1 year 11 months)

- Promotes adoption and use of knowledge management in the Unit through the development and support of communities of practice, including consulting and training/capacity building
- Contributes to effectiveness of KM programs and activities by preparing web assessments and by compiling information and preparing statistics on KM utilization
- Prepares knowledge management plans, policies and procedures, business plans and strategies for the unit
- Provides oral and written responses and briefings for queries by staff and managers and by external clients by utilizing knowledge bases, networks, communities of practice and other sources
- Advise staff and management of the unit on knowledge management topics, including information organization and architecture
- Conducts training for staff and clients in use of KM products

### **Professional Blog Writer at Self-Employed**

2013 - Present (2 years)

I specialize in providing my clients with a high-quality content for their blogs. Whether you are a new blogger looking for extra content, a small business trying to expand your online presence, or a large company that needs a professional article, I have the skills and expertise to create the perfect prose also I can write SEO articles, proofreading, editing and re-write anything so as to gain the traffic to your website with SEO keyword-based articles that you can expect the level of details and panache from me.

### **Freelance Translator and Transcriptionist (Thai - English)/(English - Thai) at Self-Employed**

2003 - Present (12 years)

Working freelance as a translator providing a translation service to clients where needed. Involved converting documents and articles from one language into another and ensuring that the finished converted articles relay the intended message as clearly as possible. - Researching legal & technical phraseology to ensure

the correct translation is used. - Liaising with clients to discuss any unclear points. - Providing guidance & feedback & creating customer-specific style guides. - Translation of documents/letters from a foreign language to English & vice versa. - Reviewing and proofreading mother-tongue text. Specialize in: HR, Abstract, CVs, Resume, Letters and General Conversation

### **Web Annotator at Lionbridge**

2013 - August 2015 (2 years)

A web annotation is an online annotation associated with a web resource, typically a web page. With a Web annotation system, a user can add, modify or remove information from a Web resource without modifying the resource itself. - to rate a Web resource, such as by its usefulness, user-friendliness, suitability for viewing by minors. - to improve or adapt its contents by adding/removing material, something like a wiki. as a collaborative tool, e.g. to discuss the contents of a certain resource. as a medium of artistic or social criticism, by allowing Web users to reinterpret, enrich or protest against institution or ideas that appear on the Web. - to quantify transient relationships between information fragments.

### **Training Specialist: HRD at Provincial Waterworks Authority (PWA)**

2006 - October 2013 (7 years)

- Evaluate training materials prepared by instructors, such as outlines, text, and handouts.
- Coordinate, schedule and conduct business and technical training for new hires and current employees.
- Organize and develop, or obtain, training procedure manuals and guides and course materials such as handouts and visual materials.
- Monitor training costs to ensure budget is not exceeded, and prepare budget reports to justify expenditures.
- Select and assign instructors to conduct training.
- Identify and assess training needs of staff by conferring with managers and supervisors or conducting surveys.
- Produce training materials for in-house courses as appropriate. Amend and revise materials as necessary, in order to adapt to changes that occur.
- Facilitate the execution of all training plans.
- Periodically, evaluate training effectiveness.
- Acts as a support fielding questions and issues from staff related to the business and / or systems.

### **Marketing Communication Executive : Business Development at GEMOPOLIS Real Estate: IGS Public Co.,Ltd.**

2004 - 2005 (1 year)

**JOB FUNCTION:** To assist sales and marketing management with communications media and advertising materials to effectively represent the company's products and services to customers and prospects.

**KEY RESPONSIBILITIES:**

- Receives work assignments from marketing communications manager based on current needs, experience of the specialist and specialist's particular strengths in advertising or communications.
- Meets with appropriate sales or marketing representative to discuss communication needs or participates as a member of the sales and marketing team.
- Reviews literature in the assigned marketing project, previous marketing materials used in the assignment area, and gathers materials of competitive companies in the field.
- Researches, writes, develops sketches of supporting graphics, and consults with printing firm representatives on the needs of the particular project. Presents recommendations to marketing manager or committee.
- Where appropriate, arranges for the development of videotape scripts and selects

a film producer to handle the assignment. Overviews editing and voice-overs to assure quality production in line with the parameters of the assignment. • Writes draft speeches for senior management and reviews proposed speech with the executive. Arranges for necessary speaking aids. Attends the presentation and offers feedback to the speaker. • May develop and coordinate multimedia packages—letters, brochures, video, point-of-purchase displays—for particular assignments. • Develops direct mail programs, as dictated by the assignment, and monitors roll-out of the campaign and checks for success level at conclusion. • Develops draft advertising text and layouts as part of campaign materials and presents to advertising manager for review and approval.

### **Event Planner and Coordinator (Part-time) at T&N Strategic Consultant.Co,Ltd.**

2004 - 2005 (1 year)

**JOB FUNCTION:** To conceive, organize and oversee the execution of various events, including weddings, birthday or anniversary celebrations, bar mitzvahs, fund-raising events, corporate receptions or other special affairs. To transforming an event place to suit the occasion and client's budgets, negotiating with suppliers, ordering food, sending invitations, making arrangements for parking, and supervising the event to ensure problems are resolved quietly and quickly. **KEY RESPONSIBILITIES:** • Meeting with clients to understand their requirements and budget, as well as preferences for the particular event and Booking venues if required. • Formulating an overall plan for the event and accordingly allocating responsibilities. • Coordinating with various vendors who provide services or products such as sound and light equipment, furniture rentals, decorations, flowers, food and drinks. • Guiding and directing participants such as performing artists and Conducting trial runs of the intended event. • For corporate functions planning and making bookings for meals, accommodation and travel. • Ensuring that all vendors receive timely and accurate payment. May develop and coordinate multimedia packages—letters, brochures, video, Press Release—for particular assignments for clients. • Writing draft speeches for PR conference / Press Release and reviews proposed speech with the event and may arranges for the development of videotape scripts. **EVENT PROJECT:** • 'The International Book Fair 2004' • The international conference "Competitiveness: Challenges & Opportunities for Asian Countries" • The International Conference on "Mega Project" • New Renovated Building of "ZUELLIG" • International Conference on "Staying Ahead of the Energy Scenarios" • Blue House Jazz Orchestra Charity Concert on "The Happy Birthday the Great King"

### **Freelance columnist : Outlook feature at Post Publishing, Bangkok**

November 2003 - August 2004 (10 months)

**KEY RESPONSIBILITIES:** • Analyzes news and writes column or commentary, based on personal knowledge and experience with subject matter, for publication • Gathers information and develops subject perspective through research, interview, experience, and attendance at functions, such as news meetings and social activities in particular field, such as fashion, society, and culture. • Analyzes and interprets information to formulate and outline story idea. • Selects material most pertinent to presentation, organizes material into acceptable media form and format, and writes column or commentary. • May be required to develop material to fit media time or space requirements. • May analyze topics chosen by publication by editorial

board. • May enter information into computer to prepare commentaries. PUBLISHED ARTICLES: •  
'Candle-lit winners' • 'Something fishy' • 'History of capital punishment' • 'Building bridges to the past' •  
Review 'Fun with forensic science'

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## Languages

<b>Thai</b>	(Native or bilingual proficiency)
<b>English</b>	(Full professional proficiency)
<b>French</b>	(Limited working proficiency)

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## Skills & Expertise

**Training**  
**Press Releases**  
**Translation**  
**Management**  
**Interviews**  
**Public Relations**  
**Marketing Communications**  
**Marketing**  
**Public Speaking**  
**Editorial**  
**Project Planning**  
**Research**  
**Fundraising**  
**Editing**  
**Time Management**

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## Education

### **Mahidol University**

Master, Human Capital & Organization Management, 2009 - 2010

Grade: 3.74

### **Silpakorn University**

Bachelor, Archaeology (English-French), 2000 - 2004

Grade: 3.47

Activities and Societies: Research team in the Community Development Project, Charity and university open house exhibition team, The personal development seminar of leadership development, Representative to interview the US Ambassador on the 9/11 event on TV Channel 11, The international librarian guide team, Year book team -

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## Courses

**Training Specialist: HRD**

Provincial Waterworks Authority (PWA)  
Landmark Forum  
Advanced Course-Landmark

**Professional Blog Writer**

Self-Employed  
E-Commerce

**Knowledge Management Analyst**

Provincial Waterworks Authority (PWA)  
TQA Criteria  
SEPA  
Corporate Governance  
Sustainable Development

**Freelance Translator and Transcriptionist (Thai - English)/(English - Thai)**

Self-Employed  
Translation

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**Independent Coursework**

Financial Literacy

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[Contact Benjawan on LinkedIn](#)