



Dextra

EMPLOYEE STORY



Suchin with his success story as APAC After Sales Services Manager

- Bachelor of Engineering, Mahanakorn University of Technology
- 17 years at Dextra Manufacturing

“Working abroad in multicultural team is the most invaluable experience for me.”

Long journey! From Machine Assembly Technician To After Sales Services Manager

I first joined Dextra Manufacturing as a Machine Assembly Technician in 2001. After accumulating experience for 4 years, I increased level of my challenge and joined the After Sales Services Team as a Service Engineer, then as a Supervisor, and afterwards, an After Sales Services Manager.

My responsibilities within the After Sales Services team are the greatest challenges for me. The biggest challenge in my job is providing the best solution for our clients in the shortest timeframe, without compromising their project's productivity.

With Dextra being involved in important and remarkable projects worldwide, I have the opportunity to work with international customers in a multicultural team. This allows me to develop new skills, allows me become more creative and flexible, while being adaptable in order to enhance our customers' satisfaction. I am also constantly stimulated by different ideas and perspectives that I experience from my role as an After Sales Services Manager.

Core values of the After Sales Service Team

Our team's priority is our customers' satisfaction. Everyone in the team is committed to providing the best and the most efficient solutions to our customers, whilst emphasizing preventative actions to help them avoid issues.

Teamwork is the core value of the After Sales Services. Everybody contributes their experience and proficiency to reach the team's target, to ensure customer satisfaction. To solve issues, we discuss; do brainstorming; analyze; accept and find the best solution together as a team.

Invaluable experience at Dextra family!

Working abroad in the multicultural teams has been an invaluable experience for me. I have been in France, India, Malaysia, Panama and also in other countries. It is a great opportunity to learn new cultures.

I consider myself a small cog in the company that contributes to the excellence of both our products and services. I am proud of being a part of the Dextra family which ensures the satisfaction of our customers. This is absolutely my main motivation!