

Career Objective: Seeking an IT position that utilizes my experience technical skills in enterprise IT infrastructure with practical skills and knowledge that will be beneficial asset to grow your organization.

Summary of Technical Skills: Expertise in enterprise IT technical support skills in IT infrastructure such as Windows mac OS , desktop/laptop, DNS, active directory, Azure Active Directory, cloud, virtualization, server, DRP (Disaster Recovery Plan), network, WAN, LAN, SAN, NAS, security, software tools network server management, project management etc., work well under high pressure. I have the complex problem-solving skill, result oriented and the team player.

Education: Bachelor's Degree in Computer Science, Ramkhamhaeng University, BKK, Thailand

Certificates: ITIL, CCNA

Awards:

- IBM Services Recognition Award
- Achieved Top Enterprise IT Consultant Champion Outstanding Performance Dell ASEAN
- Achieved Dell /Oracle Enterprise Consultant Champion Award in Dell ASEAN

Work History for the last 10 years

LA County, Internal Service Department	IT Technical Support Analyst	January 2019- Present
IBM, Bangkok, Thailand	IT Infrastructure Specialist	December 2009 - July 2017
Dell, Penang, Malaysia	Enterprise Technical Consultant	December 2006 - November 2009
OCT, Bangkok, Thailand	Enterprise IT solutions	January 2004 - November 2006
SVOA, Bangkok, Thailand	Enterprise Storage specialist	January 2003 - December 2003
HP Bangkok, Thailand	Technical Consultant	January 2000 - December 2002

Achievements in recently delivering projects:

- Data center IT product lifecycle management (obsolete, patch management, inventory control)
- Migrated physical server farms (both Windows and Unix) to virtualization, and cloud
- Redesign and replacement of the core switch backbone at the well-known banks in Bangkok
- Data Center Site relocation and Co-relocation of the main site and backup site

Enterprise IT Technical Support Skills:

- Installed, configured, tested, monitored, designed, integrated, analyzed, tuned and technical troubleshoot the IT end to end of software and hardware such as desktop, laptop, cloud, virtualization, Windows server, network LAN, WAN, security, servers, IBM soft layer etc.
- Handled enterprise software management and tools such as SCCM, servers, network management, HP/OpenView, HW/SW product lifecycle management
- Analyzed, provided maintenance and optimized hardware and software performance by modifying system or upgrading as needed
- Performed the AD active directory services, Azure Active Directory, LDAP, DNS
- Conducted training or assistance to computer users, IMAC (Install, move, add, change) installing or updating hardware maintaining computer services and equipment, an end to end troubleshooting to detect and resolve technical problems on networks and dependency.
- Monitored and developed the departmental security policy and procedure, hardening and patch management in IT operation, inventory and asset controlled
- Controlled the IT asset and inventory management such as software licensing compliance, product obsoleted, capacity management
- Worked well under high pressure and handle the dynamic customer requirements on complex systems
- Developed the (DR Disaster Recovery) procedure, improve Operation procedure, DR drill, IT business contingency
- Conducted a presentation, designed, proposed IT solution and consulted the IT Infrastructure solutions such as the desktop/laptop, server, storage and SAN, NAS, Network, VMware, cloud, virtualization,
- Provided project plan, task, schedule, cost, risk and mitigation, critical path, testing, monitor, post implementation activity

Volunteer Experience:

- Senior Center James L. Brulte; Tech junction, IT Desktop support
- American Red Cross: Disaster team, Information technology services.