Chaiwat Worawong

**Manage technical resource to handle technical support request such as troubleshooting**

Los Angeles, CA 90004

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Experiences as Analyzed and Designed the System Infrastructure, support and maintenance, and Network System Engineers (Windows, Windows Server 2003-2012 Windows Server 2008 Hyper V, and VMware) in entertainment firm. Excellent in Client/Server System, Strong analytical and consultant abilities. EXECUTIVE SUMMARY / SELF DESCRIPTION

• Highly organized and attentive to detail, with proven ability to meet deadline

• Able to work effectively as part of a team or individually

• Versatile and proven problem-solving skills

• Capacity to learn quickly and use newfound knowledge with precision and accuracy

• Ability to instruct co-workers in proper use of operating system and software

Willing to relocate: Anywhere

Work Experience

**Systems Engineer** aap3 - Los Angeles, CA

December 2020 to Present

Job Duties / Achievements:

• Outsource service for aap3 company by project

• Support for IT Infrastructure Installation and Support Client

**IT Specialist** Wawio - Los Angeles, CA

November 2018 to April 2019

Job Duties / Achievements:

• Installing, and Implement software and hardware

• Support Case by Case to onsite Customer and phone

• Implement and Support Customer with point of sale (POS) store management software (Aledo Software,4soft POS)

**Manage technical resource to handle technical support request such as troubleshooting** Platinum Micro CO., LTD

2016 to 2016

Job Duties / Achievements:

• Manage professional service resource to ensure that all information workers server can fulfill all infrastructure maintenance, application implementations and support service for company.

• Manage technical resource to handle technical support request such as troubleshooting for AD, DNS, DHCP, Microsoft Exchange 2008, Firewall, E-mail service (Google)

• Assessment Infrastructure and Help Project manager to estimate the possibility of IT Solution include plan timeline and help deliver the project and Prepare project plans and schedule based on the scope of work

• Effectively co-coordinate in subcontractor and outsourcing team which relating with system infrastructure and system developer.

• Installing, and maintaining company's software and hardware• Support Case by Case to onsite Customer

**IT Support Engineer** Wawio Simplify Technology Service - California

2014 to 2014

Job Duties / Achievements:

• Installing, and Implement software and hardware• Support Case by Case to onsite Customer and phone• Implement and Support Customer with point of sale (POS) store management software (Aledo Software,4soft POS)

**Senior System Engineer** OSOTSPA Co., LTD

June 2009 to December 2009

Job Duties / Achievements:

• Manage professional service resource to ensure that all information workers server can fulfill all infrastructure maintenance, application implementations and support service for company.

• Manage technical resource to handle technical support request such as troubleshooting for AD, DNS, DHCP, Microsoft Exchange 2003, Microsoft ISA 2004, Trend Micro Server Protect, IRON Port, Trend Micro Office Scan, Symantec Backup Exec, Symantec SSIP, Blue Coat Firewall, Etc.

• Manage professional service resource to implement Report, Log and Problem All Server.

• Manage professional service resource to implement Reinstall Windows Server All infrastructure

• Assessment Infrastructure and Help Project manager to estimate the possibility of IT Solution include plan timeline and help deliver the project and Prepare project plans and schedule based on the scope of work

• Implementing, installing, and maintaining company's software and hardware in both internal and external office.

• Effectively co-coordinate in subcontractor and outsourcing team which relating with system infrastructure and system developer.

• Assist in formalizing security policies and resource classification schemes; maintain and publish all information security standards, procedures, and guidelines, including monitoring and reviewing compliance procedures

**System Engineer** HP Thailand Co., LTD

February 2008 to June 2009

Job Duties / Achievements:

• Manage professional service resource to ensure that all information workers server can fulfill all infrastructure maintenance, application implementations and support service to customers.

• Manage technical resource to handle technical support request such as troubleshooting for AD, DNS, DHCP

• Manage and Monitor Server Domain, Microsoft Exchange 2003, Microsoft ISA 2006, Lotus Note Connector Service, Critix Server, Trend Micro Server Protect

• Manage professional service resource to implement Report, Log and Problem All Server.

• Manage professional service resource to implement Reinstall Windows Server All infrastructure

• Manage technical resource to handle technical support request such as troubleshooting for HPSIM Management, HP Insight Management Agent

• Support Case by Case to onsite Customer for Windows Server Base and Microsoft Application

• Install and Configuration on Windows Server 2003, SQL Server 2005 Cluster

• Implement Solutions Migration Profiles User and Deploy Client on Windows XP Professional Site Reference:

• True visions: Outsources Onsite All Support HP Server and Windows Server, ISA server 2004, Exchange Server 2003

• Delta: Support Windows Server Base and Microsoft Application

• Crown Property Bureau: Implement all infrastructure Domain (AD), Exchange Server 2007, ISA Server2006, Trend Micro IMSS and IWSS, SQL Server, Symantec Backup Exec

• AIS: Implement to POC Exchange 2007, Windows Server 2003 and SQL Server 2005 Clustering

**System Engineer** Dynamic Business Solution LTD

August 2006 to January 2008

Job Duties / Achievements:

• Manage professional service resource to ensure that all information workers server can fulfill all infrastructure maintenance, application implementations and support service to customers.

• Manage professional service resource to implement ERP, CRM and Workflow project for customers.

• Project planning and resource management for infrastructure and business solution projects.

• Responsible in database management and performance tuning for enterprise client's databases.

• Manage technical resource to handle technical support request such as troubleshooting for outstanding support issue such as database problems and technical support for ERP, CRM and FMIS application.

• Manage CA Application and Report Management for Banking (Unicenter Service Desk, and Unicenter Argis Portfolio Asset Management) Site Reference:

• BOT (Bank of Thailand): Manage CA Application and Report Management

• TMB (Thai bank based in Bangkok): Manage CA Application and Report Management

• Thai Oil: MA Windows Server Base, Isa Server

• ASP (All Season): Maintenances Windows Server Base, MS-ISA Server, MS-Exchange Server, SMTP Gateway (Symantec SMTP) Onsite and Remote Control

• Silapakorn University (Major Pharmacy): Implement New ISA Server, Integrate New AD, Radius Server and Microsoft Exchange Server and Maintenances Support Onsite

**Network & System Engineer** RS Public Co., LTD

June 2003 to August 2006

Job Duties / Achievements:

• Maintenance all the Windows 2000 Server and Windows Server 2003 for running daily used by the development team.

• Maintenance all the Database Servers Microsoft SQL Server 7/2000 for running daily used by the development team.

• Formulate a plan for system configuration.

• Organize and control an operation of hardware and software for a project

• Allocate and control resources of hardware, software and network connection across the project.

• Support an enhancement of configuration.

• Formulate and prepare a configuration and operational standard.

• Prepare backup and recovery strategies.

• Assure of system reliance and integrity.

• Ensure of a completion and a correction of hardware and software installation.

• Prepare a documentary of all technical configurations

• Supervise a daily operation of an application.

• Provide knowledge and know-how of operation an application to user.

• Assist a project team during implementation.

• Facilitate users/staff/faculty members in all aspects related to an application operation.

• Write an ad-hoc program supporting and enhancing a work of functional units.

• Maintenance all the Network Infrastructure for running daily used by the development team.

• Maintenance all the Network Link Company and implements Network Solution in Company

**Information Technical Support** Verasu LTD

August 2002 to April 2003

Job Duties / Achievements:

• Maintenance all the Windows 2000 Server for running daily

• Maintenance all the Database Servers Microsoft SQL Server 7/2000 for running daily.

• Maintenance all the Microsoft Exchange 5.5 Mail Server for running daily.

• Organize and control an operation of hardware and software for a project.

• Allocate and control resources of hardware, software and network connection across the project.

• Support an enhancement of configuration.

• Formulate and prepare a configuration and operational standard.

• Prepare backup and recovery strategies.

• Ensure of a completion and a correction of hardware and software installation.

• Prepare a documentary of all technical configurations

• Supervise a daily operation of an application.

• Provide knowledge and know-how of operation an application to user

• Facilitate users/staff/faculty members in all aspects related to an application operation

**QA** D-Computer Co., LTD

March 2001 to August 2002

Job Duties / Achievements:

• Check the quality and test the usability all Main board Asus Product

• Check the quality and test the usability all Hard disk Seagate

• Assemble a computer and Install OS,

**Application Certified**

Microsoft Certificate - 70-640: Windows Server 2008 Active Directory Configuration Year 2009

**Education**

**Ph. D in USA, California**

University of Business and Technology

2016 to 2018

**Master of Science in Program Information Technology**

Rangsit University - Bangkok, TH

2005 to 2009

**Bachelor of Science in Science & Technology**

Kasem Bundit University - Bangkok, TH

1996 to 1999