Patchek Rankhamrat
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Career Summary :
- Have experience in Information Technology more than 10 years.
- A highly professional computer skills with ability in systems troubleshooting.
- A highly professional Operation Support.
- Have knowledge of enterprise server and specification applications programming.
- Have highly knowledge of web applications with PHP computer language, MySQL Database engine and Apache Web Server. Familiar with Linux Server for Web Server, File Server, Domain Server etc(strength skill).
- Have a good knowledge of Office365, PowerApp, PowerBI.
- Have knowledge of IIS, ASP and SQL database.
- Have knowledge of Cimplicity HMI, Procify Scada.
- Good Initiative and Innovative.
- Be able communicate in English.
- Good with teamwork and service mind.

Professional Experience:

Application Analyst April 2012 – March 2019
General Motors Thailand, Rayong

Responsibilities:
- Support Plant Floor Application that interface to PLC to display machines status such as Running time, Downtime, Actual build for shift or day and other value from PLC logic.
- Support all Global Application that drive business.
- Provide solution for PC/Laptop clients.
- Maintain and update System Documentation.
- Handle system enhancement or project coordination.
- Windows server administration/Linux server administration.
- Lead implement and maintain the Local Unique Applications, Web Application by PHP+MySQL and SQL.
- Knowledge with ITIL, ITSM, Change Management, Incident Management, Problem Management.
- Co-Worker with Global Operation to support GM Global.
- Support End-User for computer maintenance.
- Work with Global IT to implement new Application in the Plant.
- Experience with Cimplicity HMI, Procify Scada.
- Have Knowledge with mapping the PLC device to the network (TCP/IP) with RS-Link and Kepware.
- Have knowledge of Active Directory, DNS, DHCP and other services that support IT System.
- Work with Manufacturing Engineer team to Provide the IT solution.
- Experience with LXE vehicle mount terminal (build/deploy).

Achievements:
- Achieve 99.99% business availability with 85% of incidents and 95% of Service Requests closed within SLA : Service Level Agreement.
  - 85% of tickets closed with SLA (P1: 90 min, P2: 4 hours, P3: 3 days, P4: 10 days).
  - Business Impact for 85% of P1/Main under 90 min.
  - 75% of tickets resolved by first assignment group.
  - Root Cause identified within 48 hours for 90% of P1/Main Incidents.
  - Achieve 99.6% Change Management success.

WOS Technical Officer December 2010 – April 2012
Misumi (Thailand) Co., Ltd., Rayong

Responsibilities:
- Support Misumi's users and Misumi's Customer for Web Ordering System (WOS).
- Implement and Develop Thai WOS Website to help Thai Customer to understand how to use Web Ordering System (WOS).
- Implement and Develop Web Application Internal for Mold, Press, FA Divisions to support their Promotion Activity for Customers.
- Implement and Develop Web Analytic to monitoring WOS website.
- Maintain the WOS Ratio by visit to Customers and get their required in WOS and offer promotion activity WOS to Customer.
- Work with global MOSS and WOS team to develop WOS website to support Customer's required.

Achievements:
- Increase WOS ratio more than 90%(recommended clients to use Web Ordering System).
- Reduce the error during the WOS process from clients.
- Completed the Web Ordering System.

Service Technician April 2009 – December 2010
NetSol Co., Ltd., Rayong

Responsibilities:
- IT On-Site Support for NetSol's Customers.
- Support Linux Server for File Server, Mail Server for NetSol's Customers.
- Implement and Develop website for NetSol's Customers.
- Implement and Develop Web Analytic to keep the Customer's website in Top10 in Google.com.
- Support End-User for computer maintenance.

IT Special September 2007 – April 2009
Asian University, Chonburi

Responsibilities:
- Support and maintenance all computers.
- Implement Linux Server for File Server, Domain Server, DNS Server, DHCP Server.
- Support all activity such as Sport Day, Music Contest, Open House.

Education :

- 1999 – 2002 Vocational Certificate, Major in Electronics Technician.
  Khonkaen Technical College, Khonkaen.
- 2002 – 2004 High Vocational Certificate, Major in Technic Computer.
  Rajamangala University of Technology Isan Khonkaen Campus, Khonkaen.
- 2004 – 2007 Bachelor of Engineering, Major in Computer Engineering.
- Rajamangala University of Technology Isan Nakhonratchasima Campus, Nakhonratchasima.

Skills :
- Computer (Hardware and Software).
- Network(LAN ,WAN)
- Linux (RHEL, Fedora, FreeBSD, SuSE, Ubuntu Server, Ubuntu Desktop)
- Secure Shell(SSH)
- Domain Controller (Samba+LDAP = Active Directory in Windows)
- High Availability(HA , DRBD)
- File Server(Network File System , iSCSI)
- DNS (bind)
- Mail Server(Kerio , Qmail , Postfix)
- Firewall and Gateway(PFsense , IPcop , Proxy)
- Content Management System(Moodle , Mambo ,Joomla, Wordpress)
- PHP,MySQL,Shell Script
- System Backup(Tape, NAS, Disk to Disk).
- Domain Controller, DNS , DHCP, ISA Mail Server (Exchange).
- Microsoft Office (Word, Excel, Powerpoint, Access).
- Manage and maintenance Website(PHP&Mysql, Joomla, Wordpress and more).
- Production Monitoring Control program - Kepware, Cimplicity, Time Schedule Control.
- SQL and SQL cluster, Oracle, SQL Developer.
- Data Structure, Database Management.
- CMS system(Joomla, Wordpress, SMF, PHPBB and other forum).
- PHP.
- MySQL.
- SQL Server.
- Photoshop, Light Room CC.

Hobby:
- Photography (Sport Action, Landscape, Portrait). Fb.com/run2grapher

- Play Guitar.
- Play Football.
- Play Basketball.
- Running (Road, Trail, Half&Mini Marathon) waiting for Marathon.
- Trekking.