Ms. Sivaporn Phumimit

364 Ratchadaphisek 36 Alley, Chan Kasem, Chatuchak, Bangkok 10900
Phone: 093-3083863 │ Email: Piws-02@hotmail.com │ Age: 28 years

CAREER OBJECTIVE

An experienced IT Support Specialist with expertise in endpoint support, hardware/software troubleshooting, and system administration. Seeking to leverage my skills in Windows and macOS environments to enhance operational efficiency and provide seamless IT solutions.

KEY SKILLS

- Operating Systems: Windows, macOS
- IT Support & Troubleshooting: Hardware/software installation, system configuration, and end-user support
- System Administration: Microsoft 365, Azure AD, ERP support
- Networking & Security: Basic network monitoring, access control management
- IT Asset Management: Inventory tracking, equipment maintenance
- Soft Skills: Strong communication, problem-solving, and teamwork
- AI & Productivity Tools: Experienced in leveraging ChatGPT for research, troubleshooting, and workflow automation

WORK EXPERIENCE

Senior IT support (SMFL Leasing Thailand)

October 2024 – Present

- Provided IT support for 90+ users, including hardware and software troubleshooting.
- Managed user access control.
- Conducted user training and documentation for new technology rollouts.
- Coordinated with the HQ IT team for technology testing and updates.

IT Support (Cloud HM Public Company Limited)
August 2022 – September 2024

- Maintained IT infrastructure, including Microsoft 365 and Azure AD administration.
- Managed IT asset inventory and network monitoring systems.
- Provided technical support and resolved tickets via Comindware Tracker.

Technical Tool Specialist (MFEC Public Company Limited on-site KTC)

May 2021 – August 2022

• Manage IT operations tools, including SolarWinds and ServiceNow.
• Report and coordinate network operation activities.

Operator System | MFEC Public Company Limited (On-site KBTG)
January 2019 – April 2021

• Monitor batch job execution on the OPEN platform/Mainframe.
• Provide support for the Network Operation Center.
• Monitor alarm network systems, including ATM, EDC, branch offices, and lobby kiosks.

EDUCATION

2015- 2018 B.S. (Information Technology) GPA: 3.29 Loei Rajabhat University
TOEIC Score: 550 (Tested on Feb 2025)

ADDITIONAL INFORMATION

- Student exchange 2017 in Taiwan for 1 month
- Foundation Scholarship Recipient: 40,000 THB per academic year