

## Mr.Yosapol Singhavorakul

♂ 3 October 1985

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## Work Experiences

July 2016 - Current

**Gopomelo co., ltd.,** Bangkok, Thailand  
Position: **Solutions Architect**

- To perform a pre-sales technical support role to sales managers for their opportunities. The role includes drafting proposals, promoting best practice, and becoming a product evangelist within the company and to our customers.
- Work with team to identify and qualify sales opportunities, identify key customer technical objections and develop the strategy to resolve technical impediments to closing sales transactions.
- Take responsibility for technical aspects of solutions to include such activities as supporting bid responses, product and solution briefings, proof-of-concept work, and the coordination of supporting technical resources.
- Prepare and deliver product messaging in an effort to highlight value proposition using techniques to include whiteboard and slide presentations, product demonstrations, white papers, trial management.
- Make recommendations on integration strategies, enterprise architectures, platforms and application infrastructure required to successfully implement a complete solution providing “best practice” advice to customers to optimize Google Cloud Platform effectiveness

December 2014 - June 2016

**Gopomelo co., ltd.**, Bangkok, Thailand

Position: **Technical lead, deployment and support manager**

- Be consult technical terms between Solution Architect, Support and Enterprise Deployment team.
- Evaluate client needs and assist in drafting proposals for new business / projects. Provide discipline, technical expertise and recommendations in assessing and implementing new software projects.
- Provide routine reports to clients and management on status of project tasks and associated deliverable.
- Gather and document client technical requirements to establish project scope and approach.
- Configure and deploy G Suite for enterprise customers.
- Provision domain, users, groups and Migrate data from legacy systems (AD, LDAP, Lotus note ) to G Suite.
- Provide client's technician training how to use Google tools as required.
- Provide end-user technical training and/or support as required per project scope.
- Maintain, analyze, and troubleshoot performance of deployed solutions.
- Write technical procedures and documentation for deployed solutions including end-user guides and process manuals.
- Assist client technical resources with application configuration and management.
- Provide training for new joiners and underlings.

June 2014 - November 2014

**Kasikornbank PCL**, Bangkok, Thailand

Position: **IT Incident Management Specialist Asst. Manager**

- Bidding vendors for taking care banking system and support each branch
- Clarify severity each incident before assign jobs to vendors
- Update incident status and report to executive-level
- Clarify new incident and incident owner
- Set conference call and war room when incident severity 1 and severity 2 occur
- Tracking performance to imply with SLA for each case
- Owner for dealing with oversea team in China

March 2013 - May 2014

**Agoda Services co., Ltd.**, Bangkok, Thailand

**Position: IT Helpdesk Engineer (Global Service Desk)**

- IT Support for Global Service Desk issues (Asia, EU, USA, Australia, Africa)
- To set priority each ticket and assign to colleagues
- Training and build team up for new joiners (Thai, Chinese, and Japanese staffs)
- Setup VPN and instruct user how to connect internal system from outside
- Troubleshoot issues and work with several team such as Operation support team, Application support team, Infrastructure team and Architecture team

*Projects owner:*

1. Standardization OS Image for Agoda GSD
2. Global TV dashboards service
3. Moving office for Beijing office, Migration data to new stuffs
4. Clonezilla project

July 2012 - February 2013

**Miwcom co., Ltd.**, Bangkok, Thailand

**Position: IT System Engineer**

- Design and Planning to maintenance Microsoft servers.
- Integrated operation management system with Hitachi JP1.
- Troubleshooting generic IT issues both hardware and software.
- Set compliance policy Firewall devices to imply for each company with Fortinet devices.
- Deployed IT security policy for factories at Amatanakorn Industrial area
- Gathering log and report about inventory assessment and web access log by monthly to CEO
- Support customer via phone, remote and on-site support
- Managing tasks

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## Education

July 2010 - June 2012

**National Chung Hsing University, Taichung (NCHU)**, Taiwan — Master's Degree

**Master of E-commerce in Institute technology of management**

GPA 86.1% (First-class honors)

May 2006 - March 2010

**Maejo University, Chiang Mai (MJU)**, Thailand — Bachelor's Degree

**Bachelor of Information Technology in Science faculty**

GPA 3.32 (Second-class honors)

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## Skills and Achievements

### Skills

#### Technical

- Windows servers 2008R2, 2012
- MSFT Active Directory, LDAP
- G Suite (Google Apps for Work)
- DNS Management
- Networking (DNS, DHCP, VPN)
- Mail routing tracker
- Mail reputation (SPF, DKIM, DMARC)
- Cloud solutions thinking
- Incident management
- Firewall (Fortinet, Symantec endpoint)
- IT security assessment
- Project management
- Computer graphic (Photoshop and Illustrator)
- Identity provider, SSO (G Suite, CloudPages, JumpCloud)
- Basic Salesforce

#### Language

- Thai: Native
- English: Good speaking and writing
- Chinese: Basic conversation, daily life talk

### Public thesis

泰國旅館產業之效率評估 (2005-2009)

Efficiency evaluation of the Hotel Management in Thailand (2005-2009)

Reference: <http://ir.lib.nchu.edu.tw/handle/11455/22153>

### International Paper

“The Estimation of Hotel Management Efficiency in Thailand by using DEA”  
Paper presented to the 7th International Congress on Logistics and SCM  
Systems, Seoul, Korea 2012

Reference site:

<http://www.kscm.org/pds/board/99/ICLS%202012%20pamphlet.pdf>

## **Certifications**

- Google Cloud certificates
  - G Suite Certified Administrator
  - G Suite Certified Deployment Specialist
  - Google Apps Credential Exam for Sales Engineers
  - G Suite Sales Representative Credential Exam
  - Google Apps Deployment Services Specialist Exam
  - G Suite for Education Sales Credential Exam
  - Google Apps Support Credential Exam
  - Cloud Platform Sales Representative Credential Exam
  - Chrome Deployment Credential Exam
  - Power Searching with Google course
- ITIL v3 fundamental
- Oracle database 11g fundamental
- Fortinet firewall and analyzer device fundamental
- IT Ready project from NECTEC

## **Additional experiences**

- **Trainer & Teacher assistant**
  - Teacher assistant for C#, .Net, JAVA programing, Maejo University in 2009 - 2010
  - Security workshop for Siam Yamato steel, Amatanakorn, Chonburi, Oct 27th 2012
  - Google Apps Administrator traning for King Mongkut's Institute of Technology Ladkrabang in 2015
  - Google Chromebox for meeting fundamental training for Gopomelo's customers
  - Google Apps Mail/Contact/Calendar migration traning for Gopomelo's customers
  - Google Apps Directory Sync with AD/LDAP training for Gopomelo's customers
  - Google Apps Password Sync with AD training for Gopomelo's customers
- **Research supporter**
  - Collect data in topic Humanity and environment at Sichang island, Thailand for Mahidol University in 2010
  - Collect data in topic Radiation in soil and air in Southern, Thailand for Chulalongkorn University in 2012
- **Speaker**
  - Topic: Work smarter with Google and Digital trends: Mobility @ work, Khon Kaen University NongKhai campus on 30, Oct 2016
  - Topic: Smart Thai Biz Event, KX Center, Bangkok on 4th, Feb 2017
  - Event: HP Reinvent Learning, St. Regis hotel, Bangkok on 3rd, March 2017