

Woraphong Mingsong

Technical Consultant | Email: woraphong.mingsong@yahoo.com

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07572000614 – London Colindale

Technical Skills

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|---------------------------|-----------------------|-----------------------|
| - AWS | - Azure | - Cisco Meraki |
| - Deployment (Intune\WDS) | - Linux Fundamentals | - Networking |
| - Office365 | - Python Fundamentals | - POS System (Oracle) |
| - SharePoint | - Virtualization (VM) | - Windows10/11 |

Certification

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- | | | |
|---------------------------------------|------------------|-------------------|
| - AWS Solutions Architect - Associate | Issued: May 2023 | Expires: May 2026 |
| - AWS Cloud Practitioner | Issued: Jul 2022 | Expires: May 2026 |
| - Azure Fundamentals (AZ900) | Issued: Mar 2022 | Expires: N/A |
| - Cybersafe in Security Awareness | Issued: Aug 2022 | Expires: N/A |

About Me:

I am a hobbyist photographer who has many interests and loves learning new skills, from cooking to learning another language. I am currently doing a 100-day boot camp in Python to upskill and start working more with automation, as well as working through a penetration testing book to learn Linux and security. I have a keen interest in cloud computing technology and want to learn more about the platform.

Professional Experience

Wanstor:

Technical Consultant (Feb 2019 – April 2023)

- Managed and completed projects tasks of network infrastructure upgrade for 10 sites across London and file migration from File server to SharePoint.
- Create up-to-date and concise internal and external knowledge-based documentation and training members of the teams.
- Managed and troubleshooted surrounding identity access management (IAM) for cloud and hybrid cloud tenant of client ensure that security procedure is follow and assisting with solution such as Single Sign-On (SSO).
- Migrated over 300 devices remotely and on sites from Domain Join to Azure Intune, without using PowerShell due to client security concern.
- Create a new Window Deployment Service (WDS) reducing 30% time spent on service request for new build request.
- Installing and configuring 5G infrastructure for client and advised of the pros and con to this technology compared to copper and fibre networks.

Service Desk Analyst (Aug 2017 - Feb 2019)

- Ensured service levels agreement (SLA) are met with service requests and incidents are profiled correctly and triaged to relevant teams or third parties following the practice of ITIL.
- Deploy group policy update for client for updates ensuring that their policy and procedure for 100% of the remote workers during pandemic.
- Imaged and build corporate devices, recommending client optimised devices to perform their role within the company budget, as well as updating laptop and desktop hardware components.
- Travel to remote client services across the UK for project upgrade and within a small-time frame of 2-3 hours to complete the installation of the upgrade kit and ensure that their Point of Sale (POS) system is online with Oracle SQL database running.

Wagamama:***Junior Front of House Manager (Jun 2016 - Aug 2017)***

- Ensured that any company and query are dealt with smoothly.
- Fixed in-store device i.e., computer, POS system and basic troubleshooting of networking equipment without admin access.
- Assisted with preparing meal in the kitchen and managing the floor staff.
- Managed staff time of their shift and if required finds replacement.
- Trained new team member and ensure that they meet the company standards.

Educations

Bedford college (Diploma):

BTEC level 3 Extended Diploma (Networking and System support) 2013 -2015

Redborne Upper school (A levels):

Sport and psychology (2011 – 2013)

Redborne Upper school (GCSE):

GCSE Math, English, Science, Additional science

Other's:

Sport Leadership award	- 2011
Duke of Edinburgh (bronze)	- 2010
WASP – awareness & self-protection	- 2010
Art Award (bronze)	- 2009

References will be provided upon request.