

## SUCHADA CHAISOOK

9/480 Suphalai Condo Park1, Phahonyotin 21, Ladyao, Jatujak,  
Bangkok, 10900., Thailand. Tel: +66-93321-6188,  
E-mail: suchada\_c@yahoo.com



---

## EDUCATION

### Master of Applied Science

2011

Telecommunication, Electrical and Computer Engineering  
Concordia University, Montreal, Quebec, Canada

### Bachelor of Engineering

2005

Electrical Engineering  
Khonkaen University, Khonkaen, Thailand

---

## LANGUAGES

Native Thai and proficient in English (TOEIC score: 840)

---

## RELEVANT SKILLS

- ❖ Extensive technical and management skills of Wireless Communication, Telecommunication Networks, Computer Networking, TCP/IP, LAN/WAN
- ❖ Hands on experience in leading telecommunication companies in roles of project implementation, vendor evaluation, and technical support
- ❖ Programming Languages: Matlab, HTML, XML, C++, Shell script
- ❖ Operating system: Windows Me/XP/7, Mac OS, UNIX, Linux
- ❖ Knowledge of Oracle Database, PL/SQL, Office program: MS office 2003/2007

---

## CAREER-RELATED EXPERIENCE

### Operation Manager

June 2013 - Present

### Comverse (Thailand), Bangkok, Thailand

- ❖ Manage overall operation support of Comverse Real-time Charging System provided for both prepaid and real-time postpaid customers, implemented for CAT Telecom PCL.
- ❖ Assign support cases to relevant team and follow up the case until it gets solve permanently
- ❖ Consult on configuration and integration related to the charging system
- ❖ Cooperate with customer and Comverse back office to provide optimal performance of the system and make sure all the support cases are delivered within the agreed SLA
- ❖ Perform deployment and support operation such as software upgrade, preventive maintenance and data analysis

**IN Technical Support Engineer**  
**Alcatel-Lucent, Bangkok, Thailand**

June 2011 – June 2013

- ❖ Led maintenance activities for TOT 3G IN (Intelligent Network) such as system administration, software upgrade and network expansion.
- ❖ Performed technical support for Truemove IN such as software installations, administration / configuration solution and hardware replacement.
- ❖ Performed project implementation including architecture design, IP networking, software installation, acceptance test and maintenance
- ❖ Cooperated with back office and customer to deliver solutions for projects and change requests
- ❖ Developed shell scripts for preventive maintenance

**Implementation Engineer (Value-Added Service Implementation)**  
**Advanced Info Service PCL. (AIS), Bangkok, Thailand**

2005 – 2008

- ❖ Collected service requirements from marketing teams and translated them into technical requirements.
- ❖ Performed impact assessment of new services integrating with AIS existing network
- ❖ Designed high-level solutions and service flows of services in GSM 2.5G network including IVR, SMS, USSD and services in packet switching network such as SyncML, mobile internet etc.
- ❖ Developed Request for Proposal (RFP) that involves service requirements, service features, standards to comply, integration protocols, and required operation and maintenance process
- ❖ Contacted with network solution vendors for proposed solutions, estimated cost, end-to-end implementation/integration and acceptance test etc.
- ❖ Performed vendor evaluation and presented results to purchasing committees
- ❖ Cooperated with selected vendors and AIS engineering teams for service implementation, integration and end-to-end acceptance test
- ❖ Managed the implementation tasks of the selected solution until they were launched successfully in a timely manner
- ❖ Supervised operation teams about the implemented service flows and solutions

**Research Assistant, ECE Department**  
**Concordia University, Montreal, Canada**

2008 – 2011

- ❖ Research on cognitive radio networks in various aspects including type of networks, MAC protocols, network performance evaluation, interference mitigation and IEEE 802.22, standard for cognitive radio networks
- ❖ Perform network performance analysis of three different network models of cognitive radio networks and develop Matlab programs for calculations and simulations
- ❖ Mark undergraduate student assignments in telecommunication and digital signal processing courses

References Available Upon Request.