

# TRIPHOL “PAO” NILKUHA

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## Profile

- Former Senior Enterprise Application Specialist with over eight years experiences implementing complex enterprise applications and a corroborative tool application.
- Experienced Change Control Analyst with four years experiences working with the UK Financial Services firm based in Bangkok.
- Versatile senior IT professional who is able create, plan, implement, train, and support enterprise application system, also its related infrastructure such as database, network, and operating system.
- Completed two full cycles Atlassian Confluence release upgrades (3.5.16 to 4.3 and 5.3) for both application and database structures, one full Oracle PeopleSoft Campus Solution 9 upgrade cycle.
- M.S. in Information Science and Technology with emphasis on Enterprise Resource Planning and SAP.
- Comfortable working with colleagues and customers from different cultures, languages, and multiple geography locations.
- Business level English proficiency.

## Experience

### Career Break

April 2015 – Present

- Relocated back to Thailand in August 2015.
- Weekend volunteer at Bangkok Volunteer Meetup group working on many volunteer projects such as building cob shelters with Baan Din Thai, Making physical therapy rubber bands exercise for nursing home and ischemic patients

### University of Illinois at Urbana-Champaign

Urbana, IL

#### Senior Enterprise Application Specialist

April 2013 – April 2015

- Service manager for Illinois Wiki ([wiki.cites.illinois.edu](http://wiki.cites.illinois.edu)), campus collaboration tool running on Atlassian Confluence 5.3.
- Oversaw Illinois Wiki site reliability and performance 24/7.
- Developed and installed performance metrics Python script captured system health to Nagios dashboard.
- Performed day-to-day Tier 3 support and Tier 4 with vendor support for Illinois Wiki
- Optimized Confluence system automatic administration scripts using Confluence API and Python.
- Represented Change Control Board for Web and Corroborative services group. The committee meets weekly to discuss change requests submitted to ensure deliverable of change requests and projects.
- Worked on Campus Wiki Confluence 5 upgrade project, full cycle implementation from building a sand box to production deployment including two separated upgrades from 3.5.16 to 4.3 and to 5.3
- Deployed campus Shibboleth Single Sign On authentication to Illinois Wiki allowing users to access with their campus user credentials.
- Performed College of Engineering Wiki migration to Illinois Wiki includes project planning, content migration between wiki sites, and after-migration technical support.
- Attended Atlassian Summit 2014 and JIRA and Confluence integration training.

### University of Missouri System

Columbia, MO

#### PeopleSoft Change Management Analyst/Database Programmer Analyst

August 2011 – April 2013

- Performed daily PeopleSoft customizations migrations using PeopleTool to Campus Solution, HR, and Finance testing, and production environments.
- Participated in weekly PeopleSoft Change Management team on-call rotations.
- Reviewed custom modifications and migrated the Campus Solution, Finance, and HR modules according to client's requirements.
- Investigated all migration related service request tickets through helpdesk ticketing system.
- Participated in all phases of PeopleSoft Campus Solution 9.0 system upgrade project.
- Designed migration training documents and trained developers to migration their own code to test environments.

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## Missouri University of Science and Technology Researcher

Rolla, MO  
April – July 2011

- Revamped SAP Production Planning lab manual and exercises for undergraduate level enterprise resource planning class.
- Developed SAP Human Capital Management lab manual and exercises for Fall 2010 undergraduate level enterprise resource planning classes.

## Missouri University of Science and Technology Teaching Assistant

Rolla, MO  
September – December 2010

- Oversaw SAP class environments and configurations.
- Arranged help sessions supporting students outside classroom with MS Excel, MS Access, and SAP homework.
- Arranged pre-exam boot camp helping students prepare for the midterm and final exams.
- Graded exercises, quizzes, homework, and exams.

## DST Worldwide Services (Thailand) Change Control Analyst

Bangkok, Thailand  
May 2005 – July 2009

- Established the first Bangkok IT Change Control team in 2005.
- Performed daily C Code synchronization between Bangkok and the UK servers.
- Maintained development, testing, and productions environments include create, modify, and data refresh.
- Deployed code to development, testing, and production environments using MKS Integrity Manager and PVCS Version Manager include COBOL, RPG, SQL, OpenDB and C Code
- Deployed SQL data modifications to DB2 production environments.
- Provided an on-call support and point of contact for IT Change Control Bangkok team.
- Developed and maintained documents and reports related to software environment support to provide up-to-date procedures.

## International Financial Data Services (UK) Change Control Trainee

Basildon, UK  
May – October 2005

- Obtained IT Change Control training from UK Change Control Team.

## Education

### Missouri University of Science and Technology (Rolla, MO, USA)

December 2010

*M.S. Information Science and Technology*

*Enterprise Resource Planning Graduate Certificate*

*SAP Certificate of Excellence*

### King Mongkut's University of Technology Thonburi (Bangkok)

March 2005

*B.S. Computer Science*

**Technical Skills** - IBM iSerie | Windows | Linux | OSX | SAP | NetWeaver AS ABAP | PeopleSoft 8.5x | XML | Python | Java | Github | DB2 | SQL | OpenDB | Oracle | MKS Source Integrity | MKS Implementer | PVCS | Atlassian Confluence | Altassian JIRA