RESUME

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PROFESSIONAL SUMMARY

- 10+ years of support and management experience across e-commerce, telecommunication, financial (foreign exchange), human resource management , and banking industry.
- Telecom I.T experience as support engineer for customers in Thailand (AIS, TOT, ThaiMobile), Philippines (Globe, SMART), Malaysia (DiGi), and Taiwan (TransAsia Telecom)
- Front-end programming experiences (html, javascript, css, jhtml) as web developer in U.S.
- Effective and knowledgeable working with cultures worldwide gained from years of international travel
- Sample activity support projects:
  - Reuters Electronic Trading – Automated Dealing (RET AD) Support from Nottingham, U.K (Sep – Nov 05)
  - TAT Taiwan, whocalled 3.1 deployment (Dec 04 - Mar 05)
  - CS support for SMART Philippines (FDA upgrade at CDO and trial system for 214)   (Aug – Sep 04)
  - DiGi Malaysia, whocalled 2.5 deployment (May – July 04)
  - CS support for AIS (new call flow installation)

WORK EXPERIENCES

1. Employer : **Playbasis Co.,Ltd**
   Role : Senior Strategy Manager

- Work as part of a multi-disciplinary, client-facing digital team to design and implement experiences that increase user engagement and accelerate an organization's ability to interact with their constituents in a mobile-first world.
- Develop short- and long-term strategy, design engagement solutions, launch gamified programs, monitor and evolve existing programs, and help to strengthen our company's strategy practice.
- Lead pre-sales proposals, and drive post-sales delivery of solutions and strategies powered by our cloud-based engagement automation platform.
- Help the company understand customer requirements and emerging trends, and effectively communicate those findings to the product teams so that the company can prioritize product roadmap and new feature development.

2. Employer : **GoPomelo Co., Ltd**
   Industry : IT – Provider of Cloud, Google Enterprise Solutions, IT Security, Backup & Disaster Recovery
   Role : Head of Customer Success Services / Support / Renewal
   Duration : October 2013 – August 2015

Head of Customer Success Services / Support / Renewal
- Manage Support / CSS accounts. Assist and review client request status with operations, technical support, or engineering and take action as necessary. Manages account escalations in a timely manner. Schedule and conduct regular touch points with clients. Provide regular analysis of customer cases, contact activity, and issues log
- Transformation and Upsell. Contact and build relationships with customers to identify upsell and transformation opportunities. Engage account managers and management on opportunities and threats
- Manage and track all license renewals. Identify any potential customers that may not renew and identify any objections using Support Data and other correspondence feedback. Work closely with accounting officer to issue quotations and invoices and track renewal successes
- Sample achievements:
  - Google Apps Support Credential Exam
  - Customer Success Manager (CSM) Credential

Head of Sales Engineering / Solutions Architect
- Manage Pre-sales for Google Enterprise Products to strategic accounts (Enterprise as well as SMB customers) , following Google's Enterprise Sales Processes of Qualification, Discovery, Solution Validation and Deployment Planning and Proposal
- Present solutions and join introductory meetings with customers to provide technical assurance
- Ensure each opportunity follows the sales best practices and maintaining accurate and fast updates to CRM application.
- Build and maintain executive relationships with customers, influence long-term strategic direction, and act as a trusted advisor to the customer.
- Provide coaching to help each sales person drive lead / opportunities through the pipeline to close.
- Mentor GoPomelo Thai staff and provide training to help achieve certification from vendors
- Participate in new products evaluation and help guide technical team
- Participate in developing GoPomelo's support offering to customers, and working with customer's procurement team for creating proposals and contracts

- o Sample achievements:
  - o Google Search Appliance for DTAC
    - Engaged with customer's IT team for requirements as well as proposing solution
    - Engaged with customer's business team and Google to settle proposal / deal negotiation
    - Engaged with customer's procurement team for contract and procurement process.
  - o Google Apps for Business for ThaiLife Insurance
    - Engaged with customer's IT team for requirements, workshop as well as proposing solution to management
    - Engaged with customer's business team and Google to settle proposal / deal negotiation
    - Engaged with customer's procurement team for contract and procurement process.

3. Employer : **CIMB Thai Bank PCL**
Industry : IT – Banking/Financial Institution
Role : AVP – GIOD (Group Information and Operations Division)
Duration : June 2011- October 2013

Desktop Management / Services and Support
- o Handle strategic rollout planning (deployment) with Accenture for core-banking upgrade (1-Platform project)
- o Monitor and tracking Service Desks on SLA performance
- o Develop/analyze internal IT satisfaction from users and setup action plans for improvement
- o Develop gap analysis from the internal audit comments
- o Plan/coordinate with Business units for DR/BCP preparation
- o Explore ad-hoc solutions/projects such as Webex utilization/ VMWare VDI, Software licensing, Asset Management, IT budget planning, etc. and propose to management team

ITVM and Processes
- o Handle IT Vendor management (which relates to contracts, IBM-Open Infrastructure Offering (OIO) , vendor engagement and evaluation) and participate in vendor selection / evaluation
- o Assess existing contracts to comply with Bank of Thailand's IT outsourcing regulations
- o Operate process improvement on IT Policy/SOP/SOW

4. Employer : **Softscape Asia Limited (Thailand), Ltd.**
Industry : Software - Human Resource Management (HRM)
: End-to-end platform that connects HR functions, including performance and goal management, succession, career development, 360 feedback, learning, compensation, incentives & rewards, recruiting & hiring, on-boarding, workforce planning, social networking, and core HR records.
Clients : Seagate, Lion Nathan, Foxtel, DTAC, Monash University, Reuters, etc.
Role : Support Manager
Technologies : HTML, Javascript, IIS, Cognos, MS SQL Server 7/2000/2005, Oracle 8/9, MS Office, MS Project
Duration : Jan 2007-Dec 2010
Members : 5 in team (1 support team lead, 2 sr.support analyst, 1 jr.support analyst, 1 qa)

Support Management
- o Worked on issues closely with the U.S. Support Manager to meet the production needs of the customers
- o Setup Softscape APEX's web application services, maintained the mirrored environments, and synchronized backup with a live production application
- o Analysis and debugging of workforce management solution (production, application issues).
- o Created patches and deployments
- o Led a team of support engineers to resolve issues
- o Managed timelines and development estimates
- o Communicated with the remote 1st line support, project managers, customers, and engineering team on regular basis
- o Setup onboarding plan for new hires, and provided yearly performance reviews to subordinates.

Trainings
- o On business trip (28/10-30/11/10) to Hyderabad, India to initiate training plan (knowledge sharing) for SumTotal Systems 's professional and support team. Sumtotal Systems acquired Softscape since September 20, 2010).
- o 4/3/10, Conducted Learning Management System training to DTAC customer

Project Management
- o Managed the project requests from Project team, reviewed the requirements/specification, and prioritized/scheduled the work for development and QA team.
- o Maintained up-to-date project status using project tracking tool (RCAL), and provided weekly status reports to management team

IT Management
- o Communicated with internal and external IT resources according to IT policy and procedures.
- o Supervised the IT analyst on the administration and maintenance of IT Operation & Infrastructure

5. **Employer** : **Reuters Software (Thailand), Ltd.**
   Industry : Software – Trading, foreign exchange application
   Clients : HSBC, UBS, Bank of New York, Bank of America, KrungThai Bank, etc.
   Role : Senior Support Consultant
   Technologies : HTML, Applet, Unix, Oracle DB
   Duration : May 2005 – Dec 2006
   Members : About 10 people within RET-AD support team

o Performed Queue Manager role to manage daily Reuters Electronic Trading – Automated Dealing (RET AD) issues, which are escalated by 2nd level support (CSS)
o Conducted investigation for each incoming RET-AD related issues by simulating problem situation locally to ensure that those are the truly software bug, then liaising internally with the development groups, product team management, to prioritize the patch fix according to severity criteria.
o Provided 3rd level support to front-line staff globally by performing root-cause analysis to determine solutions to RET-AD software-related issues.

6. **Employer** : **Comverse (Thailand), Ltd.**
   Industry : Telecommunication - Messaging, Conferencing & Communications Software
   Clients : AIS, DTAC, Thaimobile, Malaysia (DiGi), Philippines (Globe, SMART), Malaysia (DiGi), Taiwan (TransAsia Telecom), etc.
   Role : Technical Expert Engineer
   Technologies : Cisco/Avaya Cajun switch, Sun Solaris, HP OPENVMS, Linux, Compaq Tru64 -UNIX, INFORMIX DB, Oracle DB, and exposure to GSM, SS7 content
   Duration : Oct 2001 – Apr 2005

o Performed activities for Whocall/Push-2-Talk/MMS project, including software/hardware maintenance, installation of new hardware/software, de-installation and reinstallation of existing hardware, installation of peripherals, accessories or software including LAN/WAN, and data entry to maintain accurate service records.
o Contributed to international onsite supports for VMS/SMS project such as software/hardware upgrade, functionality acceptance test, preventive maintenance, and completion of the statement of work (SOW).
o Coordinated with customer to analyze the system's key performance evaluation such as system performance, customer usage behavior, and system availability.

7. **Employer** : **Collaborative Media, Inc. (etown.com) - San Francisco, CA USA**
   Industry : B2B , E-commerce - online marketplace and community for electronic components.
   Clients : Bestbuy
   Role : Web Programmer
   Technologies : HTML, Javascript, CSS, Photoshop, ATG Dynamo 4.5.1, Unix, Apache, Oracle DB
   Duration : Nov 1999 – Feb 2001

o Developed dynamic templates using ATG Dynamo's JHTML and coded new front-end (J)HTML documents
o Created/updated/maintained the content of Dynamo Server Pages across Collaborative Media's site and assisted/troubleshoot in the discovery and repair of 'bugs' on the company's web site
o Built (J)HTML mock-ups for the cobrand site for DealerWeb partners, and special pages as needed for Marketing and promotions
o Trained Jr.designer, and QA engineer in (J)HTML and CSS intricacies and functional constraints, facilitating inter-departmental communication and production processes.
o Worked with other developers to help manage the transition from designs into functioning web site under a tight deadline, increasing company's web exposure.

TECHNICAL SKILLS & TRAINING

o Programming/Scripting languages: C++ , JAVA , JAVASCRIPT , CSS, (J)HTML, CGI, Perl, ASP, PHP, SQL

o Operating Systems: Windows 7, Windows Server, UNIX, SOLARIS, LINUX

o Applications: Google for Work, Softscape Apex (HRM application), CVS, Tortoise SVN – Software version control, ATG Dynamo 4.5.1 , Oracle 9i, MS SQL Server, Cognos, Salesforce (CRM), Zendesk, Remedy – incident mgmt tool, Alteris – Deployment tool

o Concept of Computer Networking: LAN, WAN, Telnet, Reflection, PCAnywhere, and Client/Server Applications

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EDUCATION

San Francisco State University   Aug 96 - Dec 99
Master of Science in Business Administration (MSBA), Major: Business Information and Computing Systems

Assumption University   May 90 - Oct 94
Bachelor Degree of Engineering, Major: Electronics Engineering