Curriculum Vitae

Personal Goal & Summary:

- Goal Oriented Person.
- Keen Presentation and negotiation skill.
- Friendly, enthusiastic, ambitious and optimistic.
- Strong analytical and communication skills.
- Outstanding leadership and managerial skill.
- Systematic and Strategic thinking.
- Having an ability to work in a fast paced and under pressure environment.
- Quick learner.
- Great Service Mind.
- Strong drive to deliver the best outcome.

Personal Information:

Name:	**Pimarn Pornmun (Mr.)**
Nick Name:	Ball / บอล
Gender:	Male / ชาย
Age:	36 years
Marital Status:	Married / สมรส
No. of Children:	1
Nationality:	Thai / ไทย
Date of Birth:	09 April 1980
Place of Birth:	Bangkok, Thailand (กรุงเทพฯ / ประเทศไทย)
Religion:	Buddhist (พุทธ)
Weight & Height:	89 kg/ 175 cm.
Ethnic:	Asian
Military Status:	Exempted (ผ่านการเกณฑ์ทหารแล้ว)
Criminal Background:	None / ไม่มี
Permanent Address:	94/169
Contact Information:	M: +6632964505
Language:	Thai (Native)
	English (Well spoken & written)

Bachelor of Science in Technical Education (Electronic Engineering)   **June 2004**
Rajamangala Institute of Technology (Northern Campus)
Major in Electronic Engineering – Telecommunication

Mini MBA   **May 2014**
Faculty of Commerce and Accountancy, Chulalongkorn University
Chulalongkorn Business School (CBS)

WORK EXPERIENCE

Total Access Communication Public Company Limited (DTAC)   **October 2008 – Present**

About the Company:
The Company was established as a limited company in August 1989 by Bencharongkul family to provide wireless telecommunications services in 800 MHz and 1800 MHz frequency bands under a "Build-Transfer-Operate" concession granted by CAT Telecom Public Company Limited (formerly known as Communications Authority of Thailand, "CAT).
In 2012, dtac Trinet Company Limited, a subsidiary of the Company, has obtained the spectrum license for mobile telecommunications in the Frequency Band 2.1 GHz from the National Broadcasting and Telecommunications Commission (NBTC) and provides service in 2013.

AVP, Head of NOC Front End Unit   **(April 2013 - Present)**
Role & Responsibility:
To manage errors/ faults are detected, preliminary address, and (if necessary) processed further to relevant parties for incident, in order to restore network and service quality. Responsible for managing day to day operational availability, supportability and sustainability of Network/Services operational for 24x7x365
- Be an Incident Management Process owner.
- Be a Complaint Handling Management process owner.
- Effectively perform functional accountabilities below:
  - *Supervise 24*7 network and service surveillance activities, and alarm monitoring to ensure timely response to detected errors/ faults are solved before they turn into incidents*
  - *Supervise immediate incident resolution as per stated in incident management manual to provide preliminary support to enhance smoothness of network and service operations*
  - *Supervise escalation of incidents that could not be resolved to Back End to limit loss from interruption*
  - *Manage frequently asked questions and ensure that all answers are recorded for explanations to customers to use as future references, and for customers to understand the problems*
  - *Coordinate with customer contact point for trouble ticket management, which include incident notification and provide information in regards to incident resolutions progress to ensure that all complaints are being attended to, and that customers/ users are informed of the processes being undertaken*
  - *Be accountable for other certain works as assigned from immediate superior level*
- Develop unit action plan to provide guideline and instruction for team
- Manage utilization of functional CAPEX and OPEX to ensure optimal corporate benefit, as well as alignment with budget plan
- Ensure the development of a capable and motivated team to sustain organization profitable growth
- Manage, monitor, and evaluate performance of team to ensure achievement of unit goal and target
- Ensure operational compliance with dtac's policies and regulatory requirement to drive towards sustained operation and promote corporate governance
- Perform risk assessment and support risk management activities to ensure all potential risks are continuously monitored

Senior Manager, NOC-FE Team Leader   **October 2008 – March 2013**

Role & Responsibility:

To lead network and services monitoring, and perform basic troubleshooting in regards to manual, to ensure that disruptions in network and service are detected or preliminary address, or processed further to relevant parties for incident resolution

- Be leader of the shift.
  - *Staff scheduling.*
  - *Allocates staff for incidents.*
- Monitor and control all incidents and plan activities.
  - *Knows the status of network and services.*
  - *Sends notifications to management in time.*
  - *Drives escalations and emergency requests.*
- Ensure all required resources (human, facilities, equipment etc.) are available, involved and focused in the restoration of service.
- Ensure the recovery of service is proceeding in a timely and efficient manner.
  - *Control all dispatched cases.*
  - *Secure that SLA's are met.*
  - *Secure quality in closure.*
- Being aware of and complying with:
  - *Incident Management Process.*
  - *Trouble Ticketing Handling Process.*
  - *Management Escalation Process.*
  - *Complaint Handling Management Process*
- Improve and build competency and skill of NOC staff.
- Provide and update information and notification to management on all service and network problems in due time.
- Obtain and Update knowledge on all new/existing service and network elements for faster troubleshooting.
- Ensure the recovery of service is proceeding in a timely and efficient manner.
- Ensure the incident is correctly classified as a critical event as per the customer service level agreements.
- Coordinate between NOC and Others Department such as Field Operation, Call Center, Commercial, etc.
- Ensure necessary capabilities to perform the function's duties.
- Responsible to evaluate staff skills and competent and arrange all necessary training to support shift daily task effectively
- Perform any other tasks imposed by FE Unit Head.

Special Assignment:

Oversea Man Power Rotation   **(September – December 2011)**

Duration:	**3 months**	
Assignment:	**NOC Duty Manager**	
Location:	Telenor Pakistan (pvt) limited	
Islamabad, Pakistan		

Role & Responsibility:

- Share the knowledge of Service Level Monitoring experience of DTAC.
- Define the road map for Telenor Pakistan to move from Network Monitoring to Service Level Monitoring.
- Share the best practices of Technical Customer complaints handling.
- Identify any value additional in exiting NOC processes.

Thaicom Public Company Limited   **June 2004 – September 2008**

<u>**About the Company:**</u>

Established on 7 November 1991 by INTOUCH, the Company was granted a 30-year Domestic Communication Satellite Operating Agreement by the Ministry of Transport and Communications (currently transferred to the Ministry of Information and Communication Technology-MICT).

His Majesty the King Bhumibol Adulyadej officially names the satellites of this project "Thaicom", as a symbol of the linkage between Thailand and modern communications technology.

Senior Satellite Control Engineer
<u>Role & Responsibility:</u>

- Monitors spacecraft and ground station equipment and performs spacecraft and ground procedures in accordance with the daily activity plan, or a directed by an authorized personnel.
- Performs required corrective actions in accordance with the procedures or as directed by an authorized personnel during a spacecraft or ground contingency.
- Performs required preventive maintenance on the ground station equipment according to the plan to ensure the maximum system reliability and availability
- Studies and reviews the spacecraft and ground systems theory and satellite operations procedures.
- Performs other special tasks / projects that are requested by the satellite control shift leader, ENSP or satellite control department manager.
- Be a representative of Satellite Control Department for IPstar IOT at Ladlumkeaw Station.
- Be a representative of Satellite Control Department for presenting when the visitor coming
- Improve and control the stocking and selling of repossessed motorcycle system
- Develop the system to control the hire purchase documents

<u>**TRAINING COURSE**</u>

Effective English Business Presentation	2015
Project Management Essentials	2013
Risk Management	2013
Basic HR (HR for Non HR)	2012
Care & Growth Foundation	2012