**Tien Tanarugsachock**

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| **Profile** |

* 20+ years of experiences in Information Technology in Financial Information, e-Commerce and Digital Media industries with several roles and responsibilities such as Head of Program Management Office, Infrastructure and Release Manager, Software Development Manager, Quality Assurance Manager, Support Manager and Software Project Manager.
* Practice and coach Business Transformation including Company Values, People mindsets and Agile Methodology within organization.
* Innovative thinker and analytical problem-solver with demonstrated abilities to drive and collaborate with global teams from planning through execution/completion under the pressure of fast-paced, time-sensitive environments.
* Strongly believe in developing people. Recognize, coach and mentor high potential and talented people. Raising bar of potential/high performers which result in high performance team with positive can-do attitude.
* Exceptional interpersonal communicator who effectively interacts with clients and all levels of management.

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| **Professional Experiences** |

**ASCEND GROUP – 23 May 2014 to present**

**Head of Program Management Office**

May 2014 to present

* Head of Program Management Office with the team of 25 Software Project Managers and Process Management under e-Commerce (Ascend Commerce), e-Payment (TrueMoney) and Digital Marketing (EGG Digital) businesses. Products under e-Commerce are iTrueMart, WeLoveShopping, WeMall, and Fulfillment Management System. Products under e-Payment are Kiosk, TMX, Wallet, BillPay, Games, WeCard, Enterprise Report, TopUP Game/Mobile, Payment Gateway and Nano Finance. Products under Digital Marketing are TrueID, iService, WifiPlay, CP One, TrueCorp Web, Data Analytics and customized web and mobile applications.
* Head of International Program Management with the team of 2 International Project Managers responsible for setting up the companies in AEC region. Target for the team to collaborate among the group of different functions from different countries to smoothly setup the companies from 3 Business Units (True Internet Data Center, TrueMoney, Ascend Commerce) including all related products setup, deployment and launch in target countries.
* Additional responsibilities under Organization Improvement includes activating, practicing and discipline the Business Transformation Initiatives to transform Ascend group to become world-class company with happy championship culture.
  + Manage Project Management and Process Improvement Management team including Resource Management for the team
  + Continuously transforming improper practices to Lean Start-up Management, appropriate Product Delivery Workflow and Deployment Process. Developing and practicing Agile Methodology and Continuous Improvement culture throughout the company. Applying Scaling Agile Framework for Enterprise (SAFe) for e-Commerce and e-Payment Business Units to align all dependencies and minimize the risks organization-wide.
  + Implementing Maturity Model Assessment throughout Ascend Group.
  + Applying Scaling Agile for Enterprise (SAFe) for e-Commerce and e-Payment Business Units to align all dependencies and minimize the risks organization-wide.
  + Building the new Project Management and Process Improvement Management teams since its early stage and continue to develop the team members through guiding, coaching and montoring.
  + Successfully managing the project teams to create and implement proper product environments, consisting of Development/Alpha, Staging and Production Environments.
  + Implementing Continuous Integration, Continuous Delivery and Continuous Deployment for strategic products.
  + Setting up controlled hardware asset for Production Environments for products require on local premises. Promote readied products to migrate from local environment to cloud on AWS.
  + Building and executing Product Delivery end-to-end Squad teams, from business requirements to production deployment and support.
  + Manage and setup the e-Commerce company and e-Commerce product launch in the Philippines.
  + Assisted in On-boarding Orientation and Agile Methodology training for new-joiners

**THOMSON REUTERS, Reuters Software (Thailand) Limited – 1 Apr 1996 to 31 January 2014**

**Platform Engineering and Release Management on Eikon Platform**, Bangkok office

March 2013 to January 2014 – 25+ staffs

* Responsible for Strategic solution teams for the tools used to build, run and manage Eikon Platform. Eikon – best of Thomson Reuters strategic product for Financial Information which have more than 150,000 workstations globally. The responsibilities include managing the Deployment Automation Development team, User Monitoring Tools team, Centralized Configurations Support Tools team, Integration Infrastructure Team, Release Team and Strategic Deployment Automation Support Team.
* Bangkok representative for all responsible functions within Platform Engineering and Release Management team and Eikon Bangkok Leadership Committee group.
* Practicing on DevOps principle combine with Agile methodology, Kanban Board, and Automation Deployment to deliver the services for the whole Eikon Platform Organization which successfully reduce the deployment cycle time from 3 months to daily deployment cycle.
* Define strategies, plan and prioritize workloads, program of work, or range of initiative projects for all Platform Engineering and Release Management teams in Bangkok to ensure the deliverables best fit with strategic direction, existing products infrastructures and future plans.
* Develop the career path and skills development for each individual. Recognize the differences and prepare and the development plan suitable for each individual to excel in their career
* Building the teams to create unify teamwork, high performance team and create effective collaborate in assisting other teams.

**Infrastructure and Release Manager – Cross Platform Implementation Team**

May 2010 to March 2013 – 35+ staffs

* Managed the Strategic Integration Deployment Team, Strategic Release Team, Strategic Operation Support Tools Team and Strategic Infrastructure Team for Eikon Platform.
* Responsible for the integration of various products into Eikon Platform and ensure the best integrated configuration, workflow with all applied automation and release process.
* Accountable for establishing, controlling and maintaining Development Infrastructure, Quality Assurance Infrastructure and Integration Infrastructure, including hardware, tools, process and automation throughout Eikon Platform.
* Accountable for all software release packages from all vertical products into Eikon Platform Environments including Development Environments, Quality Assurance Environments, Integration Environments, Pre-production Environments and Production Environment throughout all strategic regions, America, Europe and Asia.
* Accountable for User Experience Monitoring tool for Operations usage throughout major Data Centers in all strategic regions, America, Europe and Asia.
* Closed all the technical gaps and all grey areas where delay or show stoppers are introduced to speed up the progress of the deployment and create the template and/or guideline and transfer to the most suitable responsible teams.
* Promoted customer awareness, global business, power of people and performance cultures internally and globally.
* Introduced Agile methodology and Kanban theory to ensure the quality of the product and reduce time to market.

**Software Development Manager, Quality Assurance Manager, Support Manager – ReutersPlus, European Mid-tier, Alert and Notification Products**

March 2009 to May 2010– 65+ staffs

* Software Development Manager, Quality Assurance Manager and Support Manager for ReutersPlus Infrastructure and Product Backend Components.
* Software Development Manager and Quality Assurance Manager for European Mid-Tier and Alert and Notification Products.
* Communicated and represented the development and quality assurance functions with several parties in UK, USA, France, Switzerland, Canada and Russia to gain trust and credibility with all stakeholders/user community.
* Defined Development and QA strategies for the whole groups, program of work, or range of projects to ensure best fit with existing products architecture and future plans.
* Accountable for the implementation of the software according to the requirements from Business team, Service team and customer requests.
* Accountable for the quality of the tested software deliver from Bangkok team.
* Accountable for the success of the production deployment for ReutersPlus, European Mid-Tier and Alert and notification components within the scope of the projects.
* Accountable for assisting Support team to investigate the high impact and high severity service requests within the infrastructures coverage.
* Accountable for establishing, controlling and maintaining Development environment, System Testing environment and Integration Testing environment, including hardware, tools and automation.

**Software Development Manager – ReutersPlus, European Mid-tier, Alert and Notification Products**

October 2006 to February 2009 – 40+ staffs

* Software Development Manager for ReutersPlus, European Mid-Tier and Alert and Notification Infrastructures.
* Communicated and represented the development functions with several parties in UK, USA, France, Switzerland and Canada to gain trust and credibility with all stakeholders/user community.
* Defined Development strategies for development, program of work, or range of projects to ensure best fit with existing products architecture and future plans.

**Project Delivery Manager,** 2002 to 2006 – 40+ staffs

* Managed multiple support, maintenance and enhancement projects for Reuters products.
* Successfully collaborated with multiple parties for requirements gathering and problems solving through implementation and delivery of the projects.
* Defined and directed project goals, objectives, critical success factors, milestones, risks and issues.
* Implemented and practiced Software Process Improvement – Capability Maturity Model Integrated L5

*Achievement:*

*Infrastructure Division – 2004 to 2006*

* Coordinated with several parties in USA, Canada, Hong Kong and India to resolve issues and collect/clarify the requirements.
* Managed projects in Bangkok from requirements gathering through to implementation and project delivery.

*Market Data Division and Trading and Transaction Division – 2002 to 2004*

* Coordinated several parties in USA, UK, Canada, Japan and Switzerland to resolve issues and collected/clarified the requirements.
* Led various project teams in Bangkok from requirements gathering through to implementation and project delivery.

**Project Manager,** 2000 to 2002 – 20+ staffs

* Provided consultancy on the design and implementation of IT solutions for Asia-Pacific region, with emphasis on financial and equity trading solutions.
* Collaborated with customers, partners, and internal parties to ensure successful implementation of the solutions.
* Managed the relevant software development projects including Application Service Provider Equity Online Trading projects, Equity Trading Portal sites, Client Deployed Equity Online Trading projects, Client Equity Trading projects, Client Financial Trading projects and Client Commodity Trading projects.
* Led the team of 15 people from requirements gathering with the clients to through project delivery.
* Produced technical documents including Technical Proposal, Project Requirement Specification, Project Functional Specification, Project Plan, etc. for Reuters Consulting Bangkok.
* Implemented and practiced Software Process Improvement – Capability Maturity Model Level II, preparing for Level III with emphasis on Software Quality Assurance.

*Achievement:*

* Equity Trading Terminal System for Geojit Securities Brokerage Project, Kochi, India.
* Hosted Application Service Provider for Online Equity Trading System for EMPIL Project, Mumbai, India.
* Feed, Message, Transaction Adaptors and External Order Validation System for National Stock Exchange, Mumbai, India.
* Equity Trading Terminal System and Price Reporting System for Singapore Stock Exchange (SGX) Project, Singapore.
* Equity Trading Demonstration System for Jakarta Stock Exchange, Jakarta, Indonesia.
* Feed, Message, and Transaction Adaptors for Tokyo Commodities Exchange, Tokyo, Japan.

**Development Project Leader,** 1999 to 2000 – 7 staffs

* Led the team of 7 software developers and engineers in developing and implementing Reuters Electronic Trading system under the Reuters Standard Quality Control and Assurance.
* Managed and Implemented Reuters Electronic Brokerage projects for Asia Pacific and South Asia region.
* Designed, prepared, and implemented technical documents for Reuters Electronic Brokerage projects.
* Developed and implemented Reuters Terminal Language Sub-system in Japanese, Korean and Chinese.

*Achievement:*

* Online Equity Trading System for Apeejay Securities, Calcutta, India.
* Feed, Message and Transaction Adaptors for Japan Exchanges.
* Feed, Message and Transaction Adaptors for Singapore Exchange.
* Japanese, Chinese and Korean Data Templates.

**Product Marketing Executive,** 1997 to 1999

* Generated local marketing strategies and product plans for Reuters Information and Transaction products.
* Determined the target markets and suitable pricing for all Reuters products selling in Thailand and South-East Asia.
* Project Manager role – planned and managed the new domestic Internet application for Thai securities market. The project team consisted of 15 people and lasted for 10 months.
* Euro Currency Project Manager role – analyzed the impacts of the Euro currency introduction on existing Reuters product content; planned and managed the project to resolve the impacts. The project team consisted of 6 people and lasted for 6 months.

**MIS Manager,** 1996 to 1997 – 3 staffs

* Millennium Compliance (Y2K) Project Manager role – analyzed the impacts of the year 2000 on existing Reuters product content, hardware and all related equipments; planned and managed the project to minimize the impacts. Provided proper trainings and supports on the problems to all employees throughout Reuters Thailand.
* Managed in-house software application development projects including internal Billing System, Access/timed Card System and Company Workflow System.
* Responsible for all software licenses used in the Thailand and South-East Asia region.

**DAYTON STEEL INDUSTRIES INC., DAYTON, OHIO** – 1995 to 1996

**Programmer** -1995 to 1996

* Designed and implemented pay-roll software application for Steel Molding Industry.
* Analyzed and tested off-the-shelf programming software and tools for internal development.

**ACME INDUSTRIES COMPANY LIMITED, BANGKOK, THAILAND** – 1992 to 1993

**System Analyst -** 1992 to 1993

* Implemented a cost-effective IT Centralized System and Network plan based on computer and application usage survey results.
* Assisted in designing and implementing the Network Infrastructure for the company.

**OHIO STATE UNIVERSITY COMPUTER CENTER, COLUMBUS, OHIO –** 1989 to 1992

**Teaching Assistant and Software Development Consultant -** 1989 to 1992

* Maintained the computer lab and provided guidance to individuals who have programming difficulties.
* Assisted instructors in grading papers, teaching material preparation and researching on assigned subjects.

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| **Education** |

* ***Master of Business Administration****, Executive Business Administration*, UNIVERSITY OF DAYTON, Dayton, Ohio, 1995
* ***Bachelor of Sciences in Computer and Information Science Engineering****, Hardware and Software Systems Design*, OHIO STATE UNIVERSITY, Columbus, Ohio, 1992