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| NAME | Mr. Wirote Chomphoo |
| ADDRESS | 55/148 M5 Sawaipracharat Road Prueklada2/3,  Ladsawai Lamlukka Patumthani 12150 THAILAND |
| TELEPHONE | Mobile +66 819257347 Home +66 21167337 |
| EMAIL | [wirote.chomphoo@gmail.com](mailto:wirote.chomphoo@gmail.com) |
| AGE | 41 years old |
| HEIGHT | 165 cm |
| SEX | Male |
| WEIGHT | 75 kg |
| MARITAL STATUS | Married |
| RELIGION | Buddhism |
| WORKING EXPERIENCE:   **AUG 2013 – Present: Global Closure Systems**  **Regional Information Technology Manager ASIA**  978 Bangpoo Industrial Estate Moo 4, Tambol Preaksa Amphur Muangsamutprakarn, Samutprakarn 10280 Thailand Tel: +66 2 709 4999 Fax: +66 2 710 6372   * Planning, installation, maintenance and support services for standalone and LAN-attached PC’s, servers and their network operating systems, and required computer peripheral hard/software in an end-user environment, in accordance with GCS corporate IT standards. * Provide first-level local support to end users for selected corporate IT services, like file/print services using LAN’s, e-mail, remote access and Internet access. * Provide training to end users for selected applications in accordance with agreed-upon Service Level Agreements. * Support and execute purchasing of hardware and software for local sites, in accordance with local and Corporate procedures and guidelines * Participate in or lead selected project initiatives, either driven by local needs or driven by GCS Corporate IT. * Liaise with GCS IT teams regarding projects and problem resolution where necessary. * Provide detailed administration, asset management and budgeting for IT hardware, software, user accounts, equipment/software maintenance and services * Domain and security management for the region * Provide necessary level of remote Technical/Business support covering approved GCS Commercial and Manufacturing applications as needed * Contribute to the definition of operational procedures on-site. * Travel to other sites as required * Other duties as assigned.   [www.gcs.com](http://www.gcs.com)  **AUG 2008 – August 2013: BTS Group Holdings Public Company Limited**  **IT MANAGER**  TST Tower, 21 Soi Choei Phuang Vipavadee-Rangsit Road, Jompol Bangkok, 10900 Thailand  Tel: +662 2738511 Fax: +662 2738516   * **IT Policies, Maintains, manages and controls company’s IT Security System based on Company’s IT Policies, Security Policies and directive through**   1. Prepare all IT Policies and Procedures to be in line with the Company policies.   2. Establishing Department KPI and Budget and related Action Plan.   3. Providing guidelines to subordinates to conduct routine updates and check-up on proper functioning of hardware and software   4. Establishing, monitoring and supervising implementation of IT service procedures to maximize user’s work station performance.   5. Establishing, monitoring and supervising Disaster Recovery Plan and Procedures for company   * **Software & Hardware Management**   1. Monitoring equipment infrastructure by delegating to Analyst / Client Support to check using specific management software.   2. Prepare both hardware & software to be in line with Company guideline.   3. Plans, studies and tests by self or delegates to subordinate a new Information Technology includes Hardware / Software / Communication / Network to improve efficiency of Information Technology System, both internal and external.   4. Reviews and signs acknowledgement on Back-up Logbook periodically prepare by System Administrator and audited by System Analyst / Engineer or System Administrator to deposit Back-up media with the company’s bank deposit box, ensuring safety measures as a part of outsource Disaster Recovery Plan.   * **IT Service**   1. Identifying user’s requirements.   2. Reviewing user’s applications and reports requirements before discussing on concept’s necessity for operation with various users.   3. Delegating to subordinate to discuss with users on their detail requirements in order to develop the required application.   4. Providing guidelines and advice to System Analyst / Engineer in his / her “Help Desk” activities, monitoring the “Help Desk” performance to ensure effective and efficient technical support services have been provided to meet user’s expectation.   5. Conducts by self or delegates to subordinates on Users Training focus on latest  application to be introduced or up-dating on IT information to ensure correct usage and  proper understandings.   * **Managing People**   1. Manages, controls, and supervises subordinates on their daily operations, provides, advice and solves their daily operational problems as deemed necessary, conducts performance evaluation through discussions with direct subordinates based on Performance Evaluation Form and submits such completed form with signature to immediate supervisor for final approval.   2. Recommends to direct supervisor for approval on the promotion for subordinate as appropriate.   3. Ensure effective teamwork and communication across function and within own department.   4. Ensure submission of all reports to management on-time.   * **Planning and Budgeting**   1. Working with the Management team to meet strategic goals of organization ensuring efficient and smooth operations.   2. Planning, Coordinating, directing and designing IT-related activities of the organization.   3. Establishes Annual Investment Budget and Annual Operation Expenditures Budget for IT Department, for review and justification discussion.   * **Organizational Management**   Perform Safety Health Environment (SHE) activities accordingly in IT Department.  [http://www.btsgroup.co.th](http://www.tanayong.co.th/)  **OCT 2005 – JUL 2008: Sibelco Minerals (Thailand) Co., Ltd.**  **System Analyst**  134/7 M5 Bangkadi Industrial Park, Tiwanon Road, Bangkadi, Muang Patumthani 12000  Tel: 0-2784-6554 Fax: 0-2963-8250   * Responsible for evaluate, design and improve the IT system * Manage and control network, hardware and software to support company’s strategies * Monitor and control IT system according to the relevant IT Policies Computer System Analyst * Database Administration * Network systems and communications system * Supervisor and lead IT coordinator and Programmer   [www.sibelcoasia.com](http://www.sibelcoasia.com/)  **MAR 2003 – SEP 2005: Nalco Industrial Services (Thailand) Co., Ltd.**  **Information System Coordinator**  21st Fl. TP&T Tower, 1 Soi 19 (Oun-Anusorn), Vibhavadee-Rangsit Road, Chatuchak, Bangkok 10900.  Tel: 0-2936-1400 Ext705 Fax: 0-2936-1414   * Manage and maintain all computer network and system include the branch and plant * Design, setup, maintain the LAN and WAN * Maintain Windows 2000 server, Lotus Notes Server, and related server * Coordinate the project and infrastructure policy through the regional schemes * Coordinate with integrated software and website * Report to Pacific IS Manager who base in Australia and Singapore * Special Projects for sales force related IT Database to serve the customer satisfaction through the global company mission * Training all application for end users internally   [www.nalco.com](http://www.nalco.com/)  **DEC 2000 - DEC 2002, Internal Helpdesk at IBM Singapore Pte., Ltd.**  **Service Center- Techlink** 31, Kaki Bukit Road 3, # 06-13 Singapore 417818   * Analyze & determine whether the end user’s problem is in hardware, system software, application software, network, LAN media, host connection or usage * Resolve the request or problem remotely by giving step-by-step instructions to the end user  Refer the call to the proper channel of support by contacting the designated party * Assistance, problems, administration (add/delete/change user id, password, access), IMAC (install, move add, change), supply/order service, training * Resolve 1st level problem and provide knowledge of the relationship between local area networks, hosts, software applications and shared databases * Troubleshooting determines whether desktop and laptop computer related hardware problems or requests * Troubleshooting, Assistance, Resolve problems Lotus notes client Release 5 Microsoft Office 2000 Windows 2000, Windows 95 Lotus SmartSuite Millennium version Norton antivirus v7.6.0   [www.ibm.com/sg](http://www.ibm.com/sg)  **MAY 1999 - JUL 2000, System Administrator and Programmer at**  **Prachinburee Technical College**   * Administer on LINUX Network, File server, Proxy server * Administer on Netware database server * Visual Basic Programmer * Troubleshooting determines whether desktop computer related hardware problems or requests   [www.technicprachin.ac.th](http://www.technicprachin.ac.th/)  **EDUCATION:** | |
| 1997 - 2000 | King Mongkut Institute of Technology Northern Bangkok |
| Bachelor in Information Technology |
| 1994 - 1996 | King Mongkut Institute of Technology Northern Bangkok |
| Diploma in Medical Instrument Technology |
| 1991 - 1993 | Rachamungkhala Institute of Technology |
| Certificate in Electrical Power |
| 1988 - 1990 | Nongkhae Sorakit Pithaya Secondary school |
| 1982 - 1987 | Wadprathumnayok Primary school |

**AWARD RECOGNIZES CERTIFICATE ACHIEVEMENT:**   
  
MAR 2004 **The 2ndPlace Winner of Nalco Thailand Quality Award**NALCO Industrial Services (Thailand) Co., Ltd.   
  
NOV 2001 **Team Award (IBM CIO) OPUS IT STAR AWARDS**   
OPUS IT Services Pte, .Ltd.

**Additional Training Certificate Achievement:**AUG 2012 **BS ISO 22301:2012 (Societal security. Business continuity**

**Management systems Requirements)**

BSI Group (Thailand) Co., Ltd.

<http://www.bsigroup.co.th/>

FEB 2012 **VMware vSphere: Overview [V5.0]**

VMware, Inc.

<http://www.vmware.com/>

OCT – DEC 2006 **ISO 9001 version 2000**QSHE Focus Co, .Ltd.   
[http://www.qshefocus.com](http://www.qshefocus.com/)

JUL – NOV 2002 **Microsoft Certificate System Administrator in Windows**   
New Horizons Computer Learning Center Singapore     
<http://www.microsoft.com/traincert>   
  
JAN 2008 **Administering IBM Lotus Domino (Administrator)**   
Certified Technical Training Center Co., Ltd.   
  
SEP 2003 **Generic Business Process and System V Intermediate Training Course**   
NALCO Industrial Services (Thailand) Co., Ltd.   
  
APR 2002 **The OPUS Customer Service Challenge**   
OPUS IT Services Pte, .Ltd.   
  
MAY 2002 **UNIX**   
OPUS IT Services Pte, Ltd.   
  
JUL 2002 **LINUX**   
OPUS IT Services Pte, .Ltd.   
  
OCT 2002 **Windows** **Professional: Installation and Configuration**   
OPUS IT Services Pte, .Ltd.  

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| **SKILLS AND KNOWLEDGE:** | | | |
| **Technical Skills** | | **Non-Technical Skills** | |
| 1. Enterprise Resource Planning system implementation (ERP) with Oracle database  2. Customer Relation Management (CRM) with MS Dynamics CRM   3. Computer Operating System are include MS Windows ,Linux  4. Office Suite are include MS Office ,Open Office Org and Lotus Smart Suite  5. Messaging and Collaboration system are include Lotus Domino and Lotus Notes ,MS Exchange and MS Outlook, Mozilla Thunderbird and Evolution  6. Antivirus and Security are include ESET Nod32 ,CA eTrust ,McAfee ,Symantec Norton  7. Data Backup System are include Symantec Execute ,CA Bright Store ArcServe backup   8. Overseeing a computer network. LAN ,WAN and MAN. This can include restoring | | 1. Service Level Management: adopt a professional approach to the precepts of Service Management resulting in higher customer satisfaction, reduced costs, greater productivity and information flow, and best use of skills and experience using a standardized quality approach to service provision.  2. Project and Time management ,Strategic planning  3. Suppliers Negotiation and Co-ordinator skills  4. Excellent customer service ,Communication skills Strong customer service orientation  5. Understanding of information technology and related issues  6. Troubleshooting and problem-solving skills  7. Excellent verbal and written communication skills  8. Relationship management skills: knowledge of the current business goals to establish a rapport with business groups | |
| **Language Ability:** |  | |  |
| Good command of English include writing, listening and well of English speaking | | | |
| Native | Thai | |  |
| Excellent | Thai | |  |

**Personal Interests/Hobbies:** Sport; such as Badminton, Golf, Bowling and Soccer

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| **REFERENCE:** |  | | | |
| Mr. MERCIER Christophe | Finance Director – Asia Pacific | GCS ASIA Ltd | Tel +66 2709 4999 ext. 220  <mailto:Christophe.MERCIER@GCS.COM> |  |
| Mr. Rangsin Kritalug | Chief Operation Officer | BTS Group Holdings Public Company Limited | Tel +66 2273 8511  <mailto:rangsin@btsgroup.co.th> |  |
| Mr. Adisak Rakwongprayoon | General Manager | Sibelco Minerals (Thailand) CO.,Ltd. | Tel +66 963 7211  <mailto:adisak@sibelcoasia.com> |  |
| Miss Yip Lee Fun | Asia Pacific IT Manager | Sibelco Asia Pte.,Ltd. | Tel +65 6536 6182  <mailto:fun@sibelcoasia.com> |  |
| Mr. Bernard Boon Hock Ong | Asia Pacific IT Manager | Nalco Pacific Pte., Ltd. | Tel +65 6864 1832  <mailto:bong@nalco.com> |  |
| Mr. Weerasak Suthapong | Country Managing Director | Nalco Industrial Services (Thailand) CO., Ltd. | Tel +66 2936 1400 Ext 119  <mailto:wsuthapong@nalco.com> |  |
| Mr. Pusphan Nathan Vanagisam | Asia Pacific IT manager | IBM SINGAPORE PTE | Tel +65 6840 5187 Ext 3610  <mailto:pvanagis@ibm.com.sg> |  |
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