aimods@me.com

+66851553990 (TH)

+1 (313) 451 5900 (US)

**Sam Koolvisutjit**

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| Professional Experience |  | **Sr. Operation manager, ingram micro, thailand**  2015-Present  Accountable for driving a portfolio of operational and business transformation projects focused on simplifying Mobile and Service sales through Distribution. Drive Business Process Improvement with the primary objective of reducing costs and increasing efficiency. Uses analytic skills to establish metrics measuring the impact of basic process improvements. Support strategic customer and vendor facing projects and programs. |
|  |  | OPERATION & Telecom Manager – ASEAN, General Motors (Thailand) 2011-2015  Work closely with all members of IT management team in developing, integrating and implementing technologies that support operational and strategic goals. The Manager will manage all aspects of the IT day to day operations including Communication Services (WAN, LAN, wLAN, Telecom & Video services), and Production Services (Server operations, Applications, e-Mail, and associated applications & utilities).   * Operational support as an operation manager, Perform the task of:   + Day to day issue and incident management for application and infrastructure to ensure the services availability for all non/manufacturing support   + Change control manager which is main responsibility on approval of authorize any change and ensure no impact from the system/application of the change is impacted to the business.   + IT Operation control supervisor, that respond of the controlling of services operation team that monitoring of control center. * Project management which is take part as variant role in the project team that can highlight as below:   + Warehouse management which is implement the SAP SD and MM to manage Pick & Pack and order to delivery for Chevrolet dealer, in this project play a part as the IT Business facing to translate the requirement of business to become IT term and as well as Gatekeeper that control any role out of each release to business user.   + Dealer Management system is the corporate roll out ERP for all GM dealer that base on Microsoft Dynamics cloud solution. I this project I’m working with the developer team as Business analyst to ensures that business requirements have been fulfill in the development phase and Project manager in implementation phase.   + CRM and call center Implementation which is the migration of the current outsource contact center to become in-house contact center base on Siebel. I’m taking part as a Project manager that control team of telecommunication engineer, application developer and IT business process to deliver world class contact center services for Thailand, Philippines and Indonesia   + Global Cloud / Datacenter / WAN and internet connection reformations which is will change the way GM connect to each GM’s country. I’m taking roll in this project as ASEAN region’s PM that will have country PM and all the in line resources to delivers the project on time.   + Implementation of SIP telephony system this project idea is inspire by telephone bill of GM is going higher than the budgeting. I have been taking role in this project as IT initiator and PM that implement new SIP/SIP Range of number. The cost that can reduce is create ROI to the project with in a year.   + Electronic material packaging is a project that create the application to control all the design of the packaging of direct material that will deliver to GM Thailand, I take part as BA to translate the business need to generate the project and as PM when the first implement to GMTH. Currently the project has been promoted to become global solution that GM will use across enterprise   + SAP Relocation, this project has occurred 2 times during pass 4 year with GM the project content itself is very simple which is relocate content of SAP instant to difference location but challenge of this project is time and interface between SAP and up/down steam system. I take role as PM that need to co-ordinate infrastructure team as well as SAP Team to ensure that we can deliver our services as user expected. * People/Budget management,   + People management of the team of 30 operations / application support that reports to their matrix organization in global function. And indirect report to my operation. The consideration of big success of the people management is the Global insourcing project that all GM IT team participate in order to convert our supplier to become GM badge.   + Budget management, as an operation manager I have responsibility to control budget of overall country with CAPEX and OPEX spending with in the target and as PM is the same.  Local Delivery manager, Orange business services (Singapore) 2008-2011  **Salary: SGD 4,300.-**  Provide localized ownership for all local components associated with Orange service/solution orders delivered within a country/ies of responsibility within committed timeframes to include order validation, order tracking, scheduling, ordering of local loops from the PTT, service and solution coordination and overall service and solution management. Accountable for the on-time delivery of all service orders in the assigned local country/ies. Meet or exceed the targets set by the management with regards to: Customer Satisfaction;- TDD/CDD (Target/Committed Delivery Date) and LTC (Lead Time to Connect);- Overdue Orders;- Database(s) accuracy;- Quality of 1st time installation Accountable for order management of all customer solution/service orders from the receipt of valid service requests, to the local handover as per predefined milestones Help define/revise Target Delivery Date (TDD) based on the local customer’s needs/availability Accountable for ordering & management of all local loop requests from the receipt of valid service request, to physical customer delivery in accordance with committed schedules. Accountable for timely receipt of local loops and associated equipment based on a service/solution order received. Proactively coordinate, track and manage service & solution components until full delivery of completed service/solution to the customer. Perform proactive Order Management to ensure the TDD is met on all orders. Ensure sales/provisioning databases are accurately updated at all times Initiate action to escalate or expedite implementation issues, as required, to minimize delays in meeting customer committed delivery dates for service Be the Single Point of Contact for the local customer: provide status and progress reports, manage all related customer relationship management questions with the local customer. Order manager, BT (Singapore) 2006-2008  Responsible for end-to-end implementation of managed infrastructure and act as the primary interface for BT Radianz clients and business partners for all implementation activities. Liaise between clients to ensure on-time and accurate delivery of project specifications and solutions with reference to the Global contract. Co-ordinate activities between Postal, Telephone and Telegraph Authorities (PTT), Config Engineers and Third Party Vendors engaged in the delivery of the project. Track the performance of designated Vendor and be the interface between them and the Global Supplier Management Team for Asia Pacific. Provide technical and product support as well as assist bid sign-off, performance monitoring and process management. Ensure the formal acceptance of products and services by customers after implementation and migration have been completed. Report and resolve customer’s implementation problems. Ensure compliance with company standards and organizational policies and procedures. Ensure that the project is to customer’s quality requirement and any potential issues are highlighted and escalated as necessary. Manage client and stakeholder relationships professionally, effectively and proactively throughout the development of the project. technical support exeutive, Nokia (Malaysia) 2005-2006  Responsible for establishing and maintaining professional business relations with retail store personnel. Duties include creating consumer awareness, product brand preference, and product mind share for Nokia clients at the retail store level through training, assisted sales, and visual presence. Position requires gathering client product competitive intelligence at the store level. Maximize sales in national retail accounts through assisted sales. Effectively collect and communicate product information/data through appropriate channels Visually assess on-site needs i.e., product and promotional/marketing material, stocking. Troubleshoot and resolve challenges within the stores, such as product display issues |
| Education |  | Graduated school – SPU – M. Mass Com Digital media 3.90/4.00 major on the marketing communication with the digital media inforamation and adv tech school – Rajabjhat phetburi – B.S. Computer 3.36/4.00 with the complement on the best graduated project. |
| Skills & Abilities |  | * Project Management professional * Six sigma white belt * ITSM * ITIL * Data mining |
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| Personal Info |  | Sampasana Koolvisutjit  นายสัมภาษณ์ กูลวิสุตป์จิต Thai / Singapore PR 5 7099 90004 522 / S7864235M DOB: 07-DEC-1978 Married |