**Pichet Tokhamngarm**



SQL Server DBA

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Summary

Highly talented and accomplished Information Technology Management professional with extensive background in program, team, and project direction. Comprehensive experience in planning, design, development, implementation, and hosting of e-commerce and secure Internet-based applications. Proven ability to manage infrastructure, architecture, application, and database development services. Adept at coordinating multi-scale projects. Familiar with full project life cycle management, from vendor review and concept development to implementation, testing, and support. Able to prepare and deliver presentations, evaluation. Ability to liaison between technical and non-technical persons. Outstanding leadership and communication skills.

Experience

**ITS Analyst - Database at Kimberly-Clark**

June 2011 – March 2016 (4 years 8 months) THB 148197

Leads the design, implementation and maintenance of databases to ensure integrity, recoverability, availability, and operational efficiency of the database environment. Formulate and define specifications for infrastructure implementations, supporting infrastructure dealing with database software.

Manages database configurations including installing and upgrading software servers and application tools, applying fixes, and maintaining supplier and user documentation. Plays a leading role in projects, scheduling installation work, liaising with all concerned to ensure that installation priorities are met and disruption to the organization is minimized.

**Key Responsibilities**

* Leader of small to medium projects for a specific business capability. Accountabilities across multiple functional and technical areas with wide range of complexity.
* Proactive analysis of processes and identification of innovative ways to use technology to address near term business needs which includes identifying these opportunities, reviewing and obtaining a disposition decision from the appropriate client, assessing the fit of these opportunities into current initiatives, or including the opportunity in future demand
* Participates with IT and Business resources to establish requirements for the implementation of changes in the business process
* Participates in the evaluation of the factors which must be addressed in the change program.
* Contributes to policy formation, User Groups, and strategic direction
* Leads small to medium Continuous Improvement (CI) initiatives; consults with and shares knowledge across org; awareness of industry trends

**Database Administrator at Agoda**

October 2006 - June 2011 (4 years 9 months) THB 112476

* Manages a variety of SQL Server databases peer-to-peer and transactional replications
* Provide assistance and guidance to the development teams for SQL tuning, database design, and data access issues
* Adherence and review of Group backup, recovery, disaster recovery, and Security policies
* Manage database installations and upgrades on multiple distributed and database platforms
* Proactive and reactive monitoring of databases systems to provide 24 x 7 uptime and availability across multiple datacenters
* Deploy database changes and first line database support
* Performance tuning
* Communicating and reviewing database solutions, technical, applications with Operations Staff and external entities to ensure database integrity and security

**Consultant at True Corporation**

April 2006 - October 2006 (7 months)

Report to Customer Management Interaction Manager. Research new service for contact center in both Voice and Non-Voice Channel. Create Business Requirement document consisting of requirement, process, timeframe and budgeting. Co-ordinate with relevant team for developing the designed requirements, lead and motivate team. Plan control and update project status. Analysis and design of a data mart and subsequent development of T-SQL scripts to import, cleanse, audit and rationalize data from operational data and data warehouses.

**Database Administrator at Bank of Ayudhya**

June 2004 - April 2006 (1 year 11 months)

Manage/Maintain Microsoft SQL Server and its Applications; install/upgrade, patching, cloning, security, monitoring and troubleshooting; Perform day-to-day Database Administration tasks i.e. Database Backup Recovery, Performance tuning; Assist with acceptance testing as needed; Work with application development teams; Maintain Meta Data repository to ensure maximum reuse of data and to allow highly empowered business users to directly access raw data (Oracle, DB2 databases) using advanced data analysis tools (Hyperion/Microsoft SQL Server Analysis Service)

**Consultant at UNESCO**

June 2002 - April 2004 (1 year 11 months)

Assist in the maintenance culture unit database, the website of the project and to advise in its update and redesign, develop culture unit website as portal site using ASP, PHP, JavaScript, SQL Server 2000 on Windows 2000 Server and assist with IT related matters of culture unit; Re-designed and developed new version of ICT in Education Website and database, replacing the old site with more user-friendly, easier to search databases and web-pages, up-to-date and comprehensive content; and a more attractive look and design. Migrated Early Childhood Care and Education website and resources database from php/MySQL UNESCO headquarters to host with asp/SQL Server at UNESCO Bangkok website.

**Programmer at Government Savings Bank**

November 1999 - May 2002 (2 years 7 months)

Developed Social Investment Fund's Windows applications using Visual Basic 6, SQL Server 7 database. Responsible for maintaining an interactive, database-driven Intranet web portal. Improved redesigned and coding with ASP, PHP, JavaScript, SQL Server 7, MySQL, and web based reporting using Crystal Reports. Conducted statistical data analysis, audited web site's usability, and presented findings and suggestions.

**Senior Banking Officer at Siam Commercial Bank PCL**

May 1989 - June 1999 (10 years 2 months)

Provided business planning support, developed marketing and operational plans, managed relationship with branch and their customer. Provided training sessions for banking officers. Supervised a staff of five employees.

Skills & Competencies

Systems installation/decommissioning: Undertakes routine installations and de-installations of items of hardware and/or software. Takes action to ensure targets are met within established safety and quality procedures, including, where appropriate, handover to the client. Conducts tests of hardware and/or software using supplied test procedures and diagnostic tools. Corrects malfunctions, calling on other experienced colleagues and external resources if required. Documents details of all hardware/software items that have been installed and removed so that configuration management records can be updated. Develops installation procedures and standards, and schedules installation work. Provides specialist guidance and advice to less experienced colleagues to ensure best use is made of available assets, and to maintain or improve the installation service.

Database administration: Uses database management system software and tools to investigate problems and collect performance statistics and create reports. Carries out routine configuration/installation and reconfiguration of database and related products.

Autonomy: Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.

Influence: Influences team and specialist peers internally. Influences customers at account level and suppliers. Has some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.

Complexity: Performs a broad range of complex technical or professional work activities, in a variety of contexts. Investigates, defines and resolves complex problems.

Business Skills: Selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. Rapidly absorbs new technical information and applies it effectively. Has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client. Maintains an awareness of developing technologies and their application and takes some responsibility for personal development.

Education

**King Mongkut's Institute of Technology Ladkrabang**

Master of Science in Information Technology Management, 2001 - 2003