**Surawatn Budhisombat**

PMP, ITIL, ITSCM, CCNA, Airline IT, Insurance IT, Digital Marketing, E-commerce Management

◼ **Birthday:** August 5th, 1981 ◼ **Address:** 88/400, Moo.10, Bangpli, Samutprakarn Thailand

◼ **Tel:** (+66) 0894567305 ◼ **Email:** surawatnb@gmail.com

* **Experienced project manager offering 10 years+ of success leading all phases of diverse technology projects:** expert in PMP, ITIL with Degrees in IT (Network& Security); and years of support in Waterfall/Agile environments, financial data, Airline IT, Insurance, Digital IT and e-commerce experience. Proven track record of successfully delivering large Airline IT and E-Commerce projects.
* **IT management with analytical acumen and strategic foresight:** manage Information Technology team operations. Develop IT strategy and initiatives to support business strategies. Lead and manage IT staff, other IT resources.
* **Digital/E-commerce expertise:** exceptional understanding of e-commerce implementation/operations & digital marketing across the various marketing channels including mobile app marketing, SEO, SEM, social media, email, affiliate, display, and other innovative marketplaces throughout the web and in E-Commerce space.
* **Excellent communicator:** leverage technical, business and financial acumen to engage in a strategic dialogue/ establish and develop long term relationships with C-level executives and their teams (English-based communication). **TOEIC: 985/990 (2015)**

**Skills Summary**

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| **Business & Project Management:**  -Portfolio/Project management  -E-Commerce Implementation  -Airline IT System Implementation  -System Migrations/Integrations  -Thomson Reuters Market data Implementation& migration  -Costing & Budgeting  -Project/Process Audit, Debrief | **IT Project Lifecycle:**  -Development frameworks(Agile/Waterfall)  -Change;Release;Configuration  Capacity Management  -Process Improvement  -Requirements Analysis  -ROI/financial metrics Analysis  -Testing/QA/UAT/Rollout/Support | **Value-Added Leadership:**  -Cross-Functional Supervision  -Team Building & Mentoring  -Client Relations & Presentations  -Business & IT Planning  -Vendor Management  -Account management | **Computing Ability:**  -C/C++, J2ME, HTML5, -JavaScript, PHP  -Unix, Solaris, Windows servers & Cisco networks.  -Google Analytics/Tag manager, Webtrend  -SEO/SEM |

**Career Progression**

*Apr 2015 – Current* **Tokio Marine Insurance** **(TMITH)** -one of the leading insurance companies in insurance market. -- [www.tokiomarine.co.th](http://www.tokiomarine.co.th) -- IT Manager (Planning and Strategic Management)

* Lead, strategies, provide tactical planning, development, evaluation of both local and regional IT Projects, Systems, Infrastructure, Technology, ensuring continuous delivery/support to IT operations and business.
* Build, lead and maintain effective working relationships with local/regional teams and vendors to seamlessly integrate the program into the overall objectives of brand.
* Deliver upon overall timeframes and deliverable milestones for strategy and research projects and related components, etc. to deliver according to client/staff expectations.

**Achievement: -** End-to-end responsibility for the migration and execution of Project X (webpage/domain migration) and Project 360 (CRM company-wide implementation) in Thailand; including coordination of the functional, managerial, coaching/training and technical areas.

- End-to-end responsibility for newly developed e-commerce website for Tokio Marine.

- Plan, coordinate and implement online/offline campaigns with responsibility on budget management, performance review/ROI, optimization, and analysis; including marketing activities across multiple channels, including search (Google), social media (Facebook, Sanook, Youtube), retargeting, mobile app networks, affiliates, display networks (GDN).

*August 2013 – Mar 2015* **Amadeus** (Thailand) - the largest GDS provider in the worldwide travel and tourism industry. -- [www.amadeus.com](http://www.amadeus.com) -- E-Commerce Implementation - Project Manager (APAC)

* Provide business/technical consultation on mid/long term strategies making best use of Amadeus systems (Promotions, Reward, Ancillary services) and integrate with 3rd party vendors like Web development company and Payment Providers (Cybersource, Wirecard, etc)
* Provide end-to-end portfolio/project management for **E-Retail Internet booking Engine (IBE)\*** implementations (Air, Hotels, Cars, Insurance) by getting business requirements, planning and following up on: cost, schedule, quality, resources, risks, and stakeholders.
* Lead teams (Both Amadeus & Airlines side) across broad technical, financial and business disciplines.
* Oversight and increase operational efficiencies on multiple Airline projects and their performance.
* Provide full responsibility and act as IBE focal point of contact in Full-scale Airline system migration project **(\*\* Altea migration)**
  + \* Amadeus e-Retail is the world's most widely used integrated airline Internet booking engine (airline IBE) supporting all types of travel reservation (domestic and international flights, other services like cars, hotels, insurance, etc.).
  + \*\* Altea = <http://www.amadeus.com/airlineit/solutions/sol_1altea.html>

**Successful Airline Projects & Achievement Highlights:**

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| Srilankan Airlines ([srilankan.com](http://www.srilankan.com/))  Mihin Airlines ([mihinlanka.com](http://www.mihinlanka.com/))  Thai Airways ([thaiairways.com](http://www.thaiairways.com/)) | Sichuan Airlines ([scal.com.cn](http://www.scal.com.cn/B2C))  Jin Air ([jinair.com](http://www.jinair.com))  Azerbaijan Airlines ([azal.az](http://www.azal.az/)) | Garuda (B2B, B2T, B2C) ([garuda-indonesia.com](https://www.garuda-indonesia.com))  Air Vanuatu ([airvanuatu.com](http://www.airvanuatu.com/))  Etc. |

*Feb 2013 – Jul 2013 (Project finished)* **Amadeus** (Thailand) -- APAC LSS Champion & Project Manager

* End-to-end responsibility for the formulation and execution of the **Logon and Security Server\*** (LSS) Project within the region (14 countries) including coordination of the functional, managerial, coaching/training and technical areas.
* Tasks and resource scheduling for the provision of cost-effective plans and solutions throughout the migration project life cycle.
* Be the regional contact liaison point among APAC commercial teams and Regional / Central stakeholders.
* Actively new structures and processes that can help streamline current processes; Identify/resolve implementation showstoppers
  + \* Amadeus Logon and Security Server (LSS) is Amadeus new security solution, offering an integrated solution for authentication and access control as well as a sophisticated user management repository.

**Achievement:** Successful migration of 14 countries in APAC region, 2 months earlier than planned.

*Sep 2011 – Jan 2013* Thomson Reuters Software (Thailand) - world's leading source of intelligent information for businesses and professionals. -- [www.thomsonreuters.com](http://www.thomsonreuters.com) -- Implementation **Lead**

* Integrated into an operation team and participate in multiple projects pertaining to the **Eikon\*** infrastructures (ITIL Methodology).
* Responsible for project management across the implementation, development, program, quality assurance and operation teams globally.
* Lead the project engineers manage and assign their tasks to the engineers for a given project, follow-through to completion, report on progress, work closely with other project managers against the project schedule, and suggest efficiencies.

- \* Thomson Reuters Eikon is the next generation of Thomson Reuters Markets desktop information products.

*Aug 2006 – Sep 2011* Thomson Reuters Software (Thailand) **--** Senior Support Consultant

* Part of **Thomson Reuters Enterprise Platform for Real-Time** (TREP-RT): a high-performance solution (most components are connected and associated with components in Reuters Market Data System (RMDS).
* Work with Group Leader to build/develop and lead 3rd level support team to manage Service Request from internal and external clients.
* Honored with Thomson Reuters’ High potential in 2010-2012; in recognition of outstanding project results
* **Achievement**: **Fidelity** (www.fidelity.com) data center migration, **Westpac**([www.westpac.com.au](http://www.westpac.com.au)) system design project

**Education & Credentials**

2015 **Project Management Professional Certification (PMP) -** PMP (Project Management Institute)

2012 **ITIL V3 Foundation Certification (IT Infrastructure Library) -** EXIN Certification (Prometric)

2010 **Solaris 10 system administration certification -** Oracle

2009 **CCNA Certification**  - CISCO Networking Academy Program

2005 **Graduate Certificate in Info. Technology(Information Security)** - Queensland University of Technology

2005 **Graduate Certificate in Info. Technology(Computer Network) -** Queensland University of Technology

2004-2005 **MASTER OF INFORMATION TECHNOLOGY -** Major : COMPUTER NETWORK MANAGEMENT (UNIX, Windows)

Queensland University of Technology -- Course GPA: 6.333/7