CHAYAKORN SAIJOMSRI

IT SUPPORT

Chiangmai 50220 Thailand | Mobile : +66 65 415 3445 | E-mail : Chayakorn.ood@gmail.com

github.com/ChayakornAoDz

PROFESSIONAL SUMMARY

An IT Support with 2 years of experience providing technical support in both the hotel and hospital industries. Skilled in troubleshooting hardware, software, and network issues, delivering timely and effective solutions. Adept at working under pressure and resolving technical challenges in fast-paced environments. Strong communication skills enable efficient interaction with users at all levels. Ready to leverage diverse experience to enhance the IT operations and support services of the organization.

CORE EXPERTISE

- Technical Support
- System Maintenance
- Network Administration
- User Support
- Incident Management
- Software Installation and Configuration
- Security Management
- Customer Service
- Adobe Illustrator and Photoshop
- Microsoft Office

EDUCATION

BACHELOR OF COMMUNICATION ARTS, MAJOR IN ADVERTISING

Chiang Mai Rajabhat University

WORK EXPERIENCE

LAMPHUN KLAIMOR HOSPITAL   2023-2024

IT SUPPORT

- Maintained and updated the hospital's website, including adding and updating promotions and events.
- Monitored and managed IT assets across the hospital, including computers, network devices, and hardware.
- Oversaw and maintained CCTV systems, troubleshooting and repairing cameras as needed.
- Managed and performed maintenance on server rooms, firewalls, VMware, and Veeam backup systems.
- Provided user support by troubleshooting and resolving issues related to computers, internet connectivity, and printers.
- Coordinated with outsourced companies to resolve issues or implement new functionalities for the hospital's ERP system.

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--- **WORK EXPERIENCE** ---

HORIZON VILLAGE & RESORT   2022-2023

IT SUPPORT

- Maintained and updated the hotel's website, including adding and updating promotions and events.
- Monitored and managed IT assets across the hotel, including computers, network devices, and hardware.
- Oversaw and maintained CCTV systems, troubleshooting and repairing cameras as needed.
- Provided user support by troubleshooting and resolving issues related to computers, internet connectivity, and printers.
- Assisted in organizing meeting rooms for guests, ensuring all technical equipment and IT needs were properly set up.

--- **RELEVANT** ---

Languages
- Thai (Native)
- English (Intermediate)

Hard Skills
- Microsoft Office Suite (Word, Excel, PowerPoint)
- Adobe Illustrator & Photoshop
- Network Management (LAN, Wi-Fi, VPN)
- Troubleshooting and Technical Support
- Programming Languages Html Css PHP (Intermediate)

Soft Skills
- Excellent Communication and Interpersonal Skills
- Problem-Solving and Analytical Thinking
- Strong Teamwork and Collaboration
- Time Management and Organizational Skills