Mr. Pornsak Suwattananurak
Senior Manager Strategic Planning MIS
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PROFILE SUMMARY

- A Managing operations and Service delivery professional of 16 years' experience with extensive subject matter expertise in IT Services Management (ITSM) and ITIL.
- Strong strategic management and Project management skills with understanding of Business.
- Guarantee the best quality of service and optimal cost in the fields of the personal and collaborative environment.
- Managed and control Processing of requests, Incidents and Changes management.
- Coordinating assignments (Projects) with Solution partner.
- Participate in improvements on processes with Documentation.

TECHNICAL & MANAGEMENT SKILLS

- Analytics and BI Tools
- Microsoft Licensing Term and services
- Service Desk System / Incident / Problem / Change Management
- Service Level Management
- Security Management
- Configuration Management
- Project Management
- System Center Configuration Manager (DELL KACE, SCCM)
- Backup System Management (Symantec Backup Exec 2010 R3)
- Video Conference System VOIP (Cisco IP Phone)

PERSONAL INFORMATION

- Age 38 Yrs.
- Religion: Buddhism
- Nationality: Thai

EDUCATION

2005 - 2007   Bachelor Degree, Educational Communications and Technology King Mongkut's University of Technology GPA: 3.65 (First Class Honor)

CERTIFICATION

- Google Apps for Work for Administrator   DMIT
- Microsoft Exchange Server 2010   The Enterprise Resources Training Co., Ltd. (ERT)
- Microsoft Power Shell   The Enterprise Resources Training Co., Ltd. (ERT)
- Windows 7, Enterprise Desktop Support   The Enterprise Resources Training Co., Ltd. (ERT)
- Cisco Certified Network Associate CCNA   Training Partners Co., Ltd.
- Malware Introduction and Prevention   Bitdefender Thailand
- Security Awareness   Bitdefender Thailand
- SMB On-Premise Security v360 Technical   Bitdefender Thailand
- Cloud Security for Endpoints Technical   Bitdefender Thailand

Kerry Express Thailand
Duration: July 2022 – Present
Position: **Senior Manager Strategic Planning MIS**
Technologies: Project Management, BI Tools, MS SQL and Microsoft Office
Responsibilities:
- Main responsibilities on manage and maintain data for centralize of BAU
- Design and develop DWH for Last Mile Team
- Design and develop analytic report utilizing various data management tools
- Draw insights and implication from data to develop comprehensive findings as well as recommendation to Management team
- Implement Control Room Dashboard for monitoring and improvement operation process of Last Mile Team
- Implement Capacity Planning Project for manage and control resource during the campaign day
- Work closely with Management team in understand/translating/delivering requirements into data analytic report and dashboard

Cigna
Duration: July 2021 – July 2022
Position: **Business Intelligence Manager**
Technologies: Project Management, BI Tools, Google Analytics, MS SQL and Microsoft Office
Responsibilities:
- Champion in coordination with regional analytics team and local IT team, developing the followings to serve BAU and health business - Aggregated E2E production ready data set (policy-view and customer-view) from DWH to serve as a central data repository for analytics and performance report purpose for BAU and Health Business
- Structure & Non structure profile data enrichment
- Initiate data mining techniques, and perform statistical analysis, and build high quality prediction model for new innovation of BAU and Health Business i.e. health at risk prediction model, claim cost reduction model
- Transform data into insights by data analytics, visualization, and advanced predictive modeling techniques and technologies and identify trends for business decision
- Bring in automation process and deliver enterprise-wide reporting applying analytics and visualization to create easy-to-understand reports and dashboard for further business decision
- Closely coordinate with local IT to check the completeness of data and ensure data consistency between sources
- Control and monitor data governance to ensure data integrity is in place

aCommerce
Duration: December 2020 – June 2021
Position: **Service Manager**
Technologies: Google Suite, Project Management, ITIL, Incidence Management, MangoDB, Qlik sense
Responsibilities:

- Manage and maintain an effective Platform Service Scorecard, providing intelligence and analytics to maximize performance and deliver results. Including KPIs for Application Service performance, Internal Customer experience, Issue Resolution velocity/quality, Efficiency and Staff development
- Establish, and curate the criteria for recognizing a Service Incident. Manage the communication of the incidents to relevant stakeholders coordinating mitigations and compensations through a well-defined Incident Management cycle.
- Provide the Application Support Engineers with regionally consistent processes to drive improvements that reflect in the Application Service Scorecard
- Review and improve the communication methods used to provide users with visibility of issues and service
- Establish a close working relationship with the product management team to ensure Support has the visibility of platform changes and to facilitate planning of training to users ahead of roll-out of changes
- Build a very effective and close relationship with the product development team that enables easy communication of platform application problems and tracking of progress on issue resolution. Work together to agree on the most effective tools for Support to use maximizing their ability to investigate reported issues. Identify patterns of issues and collaborate with the engineering team to identify ways to remove the issues before they happen.
- Establish strong working relationships with internal platform users to agree on service priorities, ticketing process and visibility of issues
- Set-up and curate a strong ticket-assignment process to team members
- Grow the team of support engineers as we continue to scale
- Identify opportunities for process and product improvements to reduce issues and improve scalability
- Build a knowledge base of commonly reported issues and their resolution when known

Generali Thailand
Duration: November 2018 – December 2020
Position: **MIS Senior Manager**
Technologies: Project Management, BI Tools, SQL and Microsoft Office.
Responsibilities:

- Design and develop enhanced sales performance and productivity reports to allow Top management and Telemarketing development team to gain insights into key drivers and any operational issues.
- Responsible for conducting quantitative analysis to identify sales performance inhibitors or root causes of KPI fluctuations and for recommending a logically sound solution to those problems.
- Develop and maintain a flexible but solid database of sales performance data to responsively support any data usage request.
- Automate routine report production to increase productivity at other functions under
- Telemarketing Development.
- Develop logically sound and easy to understand PowerPoint presentations to communicate findings from data analysis to wide range of audience including Top management team,
- Telemarketing Development team, and external partners.
- Support Head of Telemarketing Development in any data analysis requirements to support strategic planning, strategic project progress, sales campaign impact assessment, commission scheme development and any other tasks as required.

Deloitte Touche Tohmatsu Jaiyos Advisory
Duration: November 2017 – November 2018
Position: **Assistant Manager**
Technologies: Microsoft Licensing Term and services, Software asset management services
Responsibilities:

- Demonstrate understanding of business processes, internal control risk management, IT controls and related standards.
- Execute advanced services and supervise staff in delivering basic services
- Assist in the selection and tailoring of approaches, methods and tools to support service offering or industry projects.
- Understand client's business environment and basic risk management approaches.
- Actively participate in decision making with engagement management and seek to manage the broader impact of current decisions.
- Generate innovative ideas and challenge the status quo.
- Perform required business development activities in order to increase revenue to the organization.
- Build and nurture positive working relationships with clients with the intention to exceed client expectations.
- Facilitate use of technology-based tools or methodologies to review, design and/or implement products and services
- Identify opportunities to improve engagement profitability.
- Participate in and actively support mentoring relationships within practice.

ESSILOR International
Duration: November 2014 – November 2017
Position: **Personal and Collaborative Services Manager**
Technologies: MS Windows Server 2008 R2/2012, MS Windows 7 & 10, MS Office, Network, Active Directory, Group Policy Management, WSUS, CA ITCM Deployment tools, Inter Security by McAfee, Symantec PGP Encryption, Google Apps for Work
Responsibilities:

- Lead, prioritize and coordinate PCS projects in Asia according to Business and IT strategies.
- Support existing PCS resources in Asia and ensure proper Level 3 support delivery to the zone.
- Build and update the personal and collaborative solutions catalog of services (technology, services) with the relevant SLA and pricing to meet the zone expectation.
- Assure appropriate use of standard technologies and compliance with corporate policies and norms.
- Supervise the maintenance of the hardware and the software assets for endpoints devices (PC, thin-client).
- Manage communication and activities during incident, problem and crisis situation to internal customers.
- Anticipate technology evolution by assessing impact to existing environment and organization and suggesting changes that enable improvement.
- Implement state-of-the art processes and framework such as ITIL.
- Enhance management discipline: Ensure appropriate documentation, knowledge sharing and successful change.
- Manage the budget and participate to the financial management of the ISS Asia department and seek for cost optimization.
- Provide dashboards and key metrics to monitor and track activity.

Reference: Mr.Loic Mero (ISS AMERA Manager)
Tel: +668 117 38698

Dextra Group Co., Ltd.
Duration: June 2011 – November 2014
Position: **IT Operation Supervisor**
Technologies: MS Windows Server 2000/2003/2008 R2, MS Windows 7, MS Windows XP, MS Office, OpenOffice, Client Support, Network, Active Directory, MS Exchange, Computer Management System (DELL KACE), VOIP System, Video Conference System and Backup System (Symantec Backup Exec 2010 R3)

Responsibilities:
- Provide 2nd level Technical Support on Computer Software and Hardware in a Corporate Network Environment.
- Ensure Quality of IT Service provided to 450 users in 5 Countries (Communication Services: Email, video conference, VoIP, internet access and user services: Desktop and laptops, trainings and support.
- Manage Project such as Project Computer Management System (DELL KACE), Backup System (Symantec Backup Exec 2010 R3), Project Maintain Envelopment of Server Room (NetBotz) and Computer Rotation Plan in Thailand.
- Control the IT Policy Document and IT Standard Specification.
- Support the Enterprise Applications and Systems such as AD, Exchange, Computer Management System (DELL KACE), Backup System (Symantec Backup Exec 2010 R3) and Quest Reporter.
- Manage, maintain file Server including permission of user.
- Maintaining effective working relationships with present and potential user.
- Maintaining the Image Files and Keeping it updated for New Computer Models.

Reference: Mr.Dayyan Shayani (IT Operation Manager)
Tel: +668 022 73593

Covidien (Thailand)
Duration: December 2010 – May 2011
Position: **IT Support**
Technologies: MS Windows Server 2000/2003, MS Windows XP, MS Office, Client Support, Network Active Directory, MS Exchange, Video Conference System and VOIP System

Responsibilities:
- Responsible for Install Operation System and Application in new computer, Laptop and Ensure
- Corporate Standards are enforced.
- Maintained all about Asset of IT including purchase new asset.
- Support the Enterprise Applications and Systems such as AD, Exchange, BlackBerry, FootPrints, Quest Reporter.
- Managing, Creating User Accounts, Mailboxes and Permissions.
- Maintaining the Image Files and Keeping it updated for New Computer Models.
- Maintaining VOIP System and all Network Equipment.
- Providing Telephone, Face-to-Face and Online Support to Customers with MS Communicator.

ECOLAB (Thailand)

Duration: December 2009 – December 2010

Position: **IT specialty, South East Asia (SEA)**

Technologies: MS Windows Server 2000/2003, MS Windows XP, MS Office, Client Support, Network, Active Directory, MS Exchange, Video Conference System and VOIP System

Responsibilities:

- Responsible for Install Operation System and Application in new computer and Laptop.
- Maintained all about Asset of IT including purchase new asset.
- Manage, Maintain Software & User's Application in 5 Country including Thailand, Malaysia, Vietnam, Singapore, Indonesia.
- Manage, maintain file Server including permission of user and Backup monthly report.
- Audit Software License by program called "SCCM".
- Be a contact point for program called "REMEDY", solve immediate and unforeseen problem that arise.
- Implementation Project "Cisco IP Phone", Project "New wiring LAN Line in Plant".

Reference: Mr.Wiroon Sutavonkul (IT Manager, SEA)

Tel: +668 186 05195, +668 183 60597

Total Access Communication CO., LTD. (DTAC)

Duration: August 2008 – November 2009

Position: **DBA**

Technologies: MS SQL SERVER 2005, MS Access

Responsibilities:

- Sale Profile: Maintain Sale Profile (Mapping / Create / Terminate)
- DSA Supporting (Database): Create New Van / New Project (DSA)
- Project Equipment: Supporting about Notebook, Air card Direct Sale
- Testing and bugs fixing: New Project or Enhance Project
- Training & Training material: Training New Project of Enhance Project
- CE Web Service (2nd Support): Supporting about Request and problem vie
- CE Service (Postpaid)
- CE interim Service: Monitoring Space Server (5 Server)
- Data Input: Import Text File SIM Allocate, Expire

S.C.T.C (Site DTAC, Tetra Pak)

Duration: October 2007 - July 2008

Position: **IT Support VP Only**

Technologies: MS Windows Server 2000/2003, MS Windows XP, MS Office, Client Support, Network

Responsibilities:

- Install Operation System and Application in new computer
- Maintained Computer Hardware and Printer
- Manage, Maintain Software & User's Application
- Assist User on Windows Operation System, Various Software and Phone & PDA
- (Push Mail, GPRS)
- Test New Product (Note book and Software)
- Maintained Project "Greeting Project"