Surawoot Krajangthong

Senior System Engineer

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Professional Summary

An accomplished Senior System Engineer with 8+ years of expertise in Linux, VoIP/Cloud Telephony, and Virtualization. I combine deep technical proficiency with strategic Project Management skills, leading cross-functional teams to deliver complex infrastructure projects. My focus is on architecting scalable, high-performance solutions that drive operational excellence and business growth.

Key Skills

- Unified communications design & PBX integration (3CX, Asterisk, Avaya, CUCM)
- Experts call-flow development.
- Cloud PBX telephony integration.
- PBX deployment automation using Bash scripting.
- AI integration and developing contact center.
- Project coordination & cross-functional team leadership.
- Cloud, hybrid infrastructure & OS: Linux (Debian/Ubuntu), PostgreSQL, Docker, and networking.
- Development and design system infrastructure.

Professional Experience

Senior System Engineer – Cloudsoft Co., Ltd. (Apr 2025 – Present)

- Fintech & API Architecture: Architecting and mocking high-performance APIs using Golang to ensure robust integration between core banking systems and diverse endpoints.
- Advanced Contact Center Solutions: Developing complex IVR workflows and custom Voice Apps using C# Golang and within 3CX Call Flow Designer (CFD), including Thai number-to-text conversion logic.,Voice bot/ AI integration and omni-channel contact center integrations, optimizing customer engagement routing and voice logic.
- QA & Project Leadership: Direct the full Project Management lifecycle, overseeing rigorous SIT, UAT, and PVT phases to guarantee flawless deployments and zero-downtime releases.
- Unified Communications: Spearhead the operational support of enterprise-grade 3CX, AsteriskPBX, and Cloud Telephony platforms, ensuring high availability and scalability.

- System Engineering: Design and implement high-performance Virtualization infrastructure, ensuring seamless integration with telephony systems and optimized resource allocation.

Network/System Engineer – Cloudsoft Co., Ltd. (Oct 2021 – Apr 2025)

- Led IVR testing and orchestrated development and implementation of call-flow solutions.
- Oversaw integration of Salesforce with communication systems and maintained thorough documentation (FSD/TSD).
- Provided clients with regular updates on IVR testing progress and results.
- Reduced 3CX PBX server deployment time from 5 hours to 10 minutes using an optimized Bash script.
- Integrated legacy PBX systems with 3CX PBX, Cisco CUCM, Asterisk and Genesys to improve interoperability.
- Analysed SIP packets and troubleshot network and firewall issues to optimize communication systems.
- Researched and developed solutions to enhance PBX reliability for large contact centers.
- Conducted training sessions for clients and operations teams on PBX functionality.
- Managed projects and coordinated with vendors and clients to ensure successful deployments.

Support Network Engineer (NOC) – Kirz Co., Ltd. (Oct 2020 – Aug 2021)

- Monitored network operations and supported enterprise network infrastructure to maintain high availability and performance.
- Assisted in diagnosing and resolving network issues within the Network Operation Centre and coordinated with cross-functional teams to ensure service continuity.

Network Engineer – Axtentel IT Hardware Maintenance (Feb 2020 – Aug 2020)

- Managed network infrastructure and maintenance for IT hardware, ensuring smooth operations for clients.
- Supported hardware upgrades and troubleshooting within telecommunications environments.

Support RF Engineer – Ericsson (Oct 2018 – Dec 2019)

- Performed 3G/4G network optimisation including MIMO, FDD and TDD technologies.
- Supported installation of cellular sites and collaborated with DTAC to ensure optimal network performance.

Project Engineer Trainee – Interlink Telecommunication (Aug 2016 – Jan 2017)

- Participated in core assignments involving MapInfo, fibre-optic planning, network engineering and FTTx design.
- Worked with Cisco switches/routers, Nokia CPE and NodeB equipment to support telecom projects.

Education

King Mongkut's University of Technology Thonburi (Aug 2013 – Jan 2017)

Faculty of Industrial Education and Technology Bachelor's Degree

B.Tech. Industrial Technology (Electronics)

Activities: ABU Robocon 2015

Certifications

- 3CX Advanced Certified Engineer V18 – 3CX (Issued Jan 2024)
- 3CX Basic Certified Engineer – 3CX (Issued Jul 2022)

Languages

- Thai – Native/Bilingual proficiency
- English – Intermediate proficiency