Surawoot Krajangthong

System/Cloud Engineer
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Professional Summary

Seasoned professional with a strong background in Linux operating systems, cloud telephony and VMware technologies.
Expert in designing and implementing unified communications solutions using **3CX** and **Avaya** UC, Asterisk PBX, including call-flow design and IVR testing.
Proficient with Amazon S3 object storage, Docker, openVAS, openVPN and project management.
Proven ability to integrate legacy PBX systems with modern platforms and to optimise deployment processes through scripting and automation.

Key Skills

- Unified communications design & PBX integration (3CX, Avaya, Asterisk)
- 3CX call-flow development & IVR testing
- Cloud telephony administration & virtualisation (VMware, Docker, Amazon S3)
- PBX deployment automation using Bash scripting
- SIP packet analysis & network troubleshooting
- Project coordination & cross-functional team leadership
- SQL database integration & data-driven decision making
- API integration using Golang & Jira-based test management
- Network engineering and RF optimisation (3G/4G, MIMO/FDD/TDD)
- Fibre-optic & FTTx design and network hardware (Cisco Switch/Router, Nokia CPE)

Professional Experience

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

- Design and support unified communications solutions using 3CX and cloud telephony platforms.
- Lead integration of PBX systems with enterprise applications and oversee virtualisation and cloud infrastructure.

- Collaborate with cross-functional teams to enhance system performance and reliability, providing technical guidance and troubleshooting.

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 centres.
- 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 Operations 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.

Junior Network Engineer – Axtentel IT Hardware Maintenance (Nov 2019 – Feb 2020)

- Assisted senior engineers in network maintenance and deployment tasks.
- Gained hands-on experience with network hardware and troubleshooting techniques.

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

Bachelor of Engineering in Electronic and Telecommunication – King Mongkut's University of Technology Thonburi (Aug 2013 – Jan 2017)
Activities: **ABU Robocon 2015**

Certifications

- 3CX Advanced Certified Engineer V18 – 3CX (Issued Jan 2024)
- 3CX Basic Certified Engineer – 3CX (Issued Jul 2022)
- Cloud Security & Session Initiation Protocol (SIP)
- Manual Testing (associated with Bash Script project)

Projects

- **Bash Script** – Developed a Bash script to automate deployment of a 3CX PBX server, reducing deployment time from hours to minutes[1].

Languages

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