


<b>OBJECTIVE</b> Working experiences, honesty and hardworking for successful results from planning and collaboration teamworking.			
<b>INFORMATION</b>			
Name	Mr. Jirayu Kaewprateep		
Date of Birth	22 Nov 1983		
Sex	Male		
Phone No.	+66 86549 8495		
E-mail address	<a href="mailto:jkaewprateep@gmail.com">jkaewprateep@gmail.com</a>		
<b>EDUCATION</b>			
Master degree		King Mongkut University of Technology Thonburi	
Major		Computer Engineering	
Thesis		IEEE research Evaluation of Small-Scale Deep Learning Architectures in Thai Speech Recognition, using deep-learning for speech recognition task.	
Bachelor degree		Sirindhorn International Institute of Technology Thammasat University	
Major		Telecommunication Engineering	
<b>SPECIAL SKILLS</b>			
Design & IDE Tools		Visual Studio Code, Notepad ++ and Eclipse	
TOEIC SCORE		800 / 990	TOEFL ITP
			510 / 677
LinkedIn		<a href="https://www.linkedin.com/in/jirayu-k-93723357/">https://www.linkedin.com/in/jirayu-k-93723357/</a>	
Portfolio		<a href="https://github.com/jkaewprateep/Portfolio/blob/main/README.md">https://github.com/jkaewprateep/Portfolio/blob/main/README.md</a>	
<b>TRAINING COURSE/ TECHNICAL SKILL</b>			
<ul style="list-style-type: none"><li>• Project management and software development life cycle SDLC.</li><li>• Project implementation with programming skills, database and data integrations skill, report and visualization and contact center, integration software solution and automation process.</li><li>• Project implementation with CRM, backend data integrations, data integrations, survey and evaluation for performance improvement process and third-party integrations.</li><li>• Programming skills included C#.net, JAVA, Python, PyTorch, TensorFlow, Keras, R-studio, Tableau, Watson studio, Jupiter notebook environment, GitHub, IBM Cognos and data visualization tools.</li><li>• BIG DATA, Data Analytics, AI machine learning, image processing, artificial neurons networks and deep learning knowledge, speech recognition and development.</li><li>• Integration system and data integration services, REST API, TCP/IP, secured communication and UML.</li><li>• DevOps skills Micro services, Kubernetes, cloud services, CI/CD process and Data integration.</li><li>• Computer and clients-server communication security</li><li>• Telephony system, mobile and telecommunication and computer integration working method.</li></ul>			
<b>SPECIALIZATION CERTIFICATES</b>			
<ul style="list-style-type: none"><li>• IBM Data Science</li><li>• IBM Data Science Fundamentals with Python and SQL</li><li>• IBM Data Analyst Professional</li><li>• IBM Data Analytics with Excel and R</li><li>• IBM Applied DevOps Engineering</li><li>• IBM AI Engineering</li><li>• IBM Data Warehouse Engineer Professional Certificate</li><li>• Google Data Analytics</li><li>• Google Advanced Data Analytics</li><li>• HackerRank Java (Basic)</li><li>• HackerRank Python (Basic)</li><li>• HackerRank SQL (Basic)</li><li>• HackerRank SQL (Advance)</li><li>• Career Essentials in Data Analysis by Microsoft and LinkedIn</li><li>• Career Essentials in Project Management by Microsoft and LinkedIn</li></ul>		<ul style="list-style-type: none"><li>• Google IT Automation with Python</li><li>• Google Cybersecurity</li><li>• Google UX Design</li><li>• Google Business Intelligence</li><li>• Google Project Management Professional</li><li>• Google Digital Marketing &amp; E-commerce</li><li>• Google IT support</li><li>• DeepLearning.AI TensorFlow Developer</li><li>• Meta Back-End Developer Professional</li><li>• Meta Database Engineer Professional</li><li>• HackerRank Problem Solving (Basic)</li><li>• HackerRank R (Basic)</li><li>• HackerRank SQL (Intermediate)</li><li>• HackerRank REST API (Immediate)</li><li>• HackerRank JavaScript (Intermediate)</li><li>• Career Essentials in Software Development by Microsoft and LinkedIn</li><li>• Career Essentials in Business Analysis by Microsoft and LinkedIn</li></ul>	

<ul style="list-style-type: none"> <li>• Career Essentials in System Administration by Microsoft and LinkedIn</li> <li>• Career Essentials in Administrative Assistance by Microsoft and LinkedIn</li> <li>• Career Essentials in Generative AI by Microsoft and LinkedIn</li> <li>• IBM Java backend developer professional Certificate</li> </ul>	<ul style="list-style-type: none"> <li>• Career Essentials in Cybersecurity by Microsoft and LinkedIn</li> <li>• University of Michigan Applied Data Science with Python Specialist.</li> <li>• University of Michigan Python 3 Programming Specialization</li> </ul>
<b>ACTIVITIES AND REWARDS</b>	
<ul style="list-style-type: none"> <li>• Table tennis player, urban children and animal adoption or donation.</li> <li>• Asian Games 13<sup>th</sup> as open ceremony performance actor.</li> <li>• Tsunami victims shelters activity.</li> <li>• Robocup robot soccer competition.</li> <li>• IEEE research with financial support from the university.</li> <li>• Certificates as speaker at international conference electrical engineering, IEEE Institute of Electrical and Electronics Engineers published.</li> <li>• Yearly performance driven awards from IBM and performance bonus from lead business companies.</li> <li>• StackOverflow and Google Developer answers, top most ranks 200 about TensorFlow and AI.</li> <li>• YouTube, GitHub and public community about AI, TensorFlow, PyTorch, R and integration.</li> </ul>	

EXPERIENCE/ACCOMPLISHMENT	
<b>Date</b>	2023 to 2023 ( Mar to Mar )
<b>Company</b>	Extend IT resource company limited
<b>Position</b>	Project manager
<b>Project Reference</b>	<ul style="list-style-type: none"> <li>• <b>2023 to 2023</b></li> <li><b>Project Name:</b> Thai life database migration</li> <li><b>Customer Name:</b> Thai life database migration</li> <li>• POC software for automatic operation, service and monitoring</li> <li>• Communication with team, Customer and sub-contract of customer and company vendor to complete the project requirements.</li> <li>• Request for access and working requirements from AXA ( Krung Thai AXA ) for work assortments include one terminal access.</li> <li>• Meeting and provide technical knowledge about database design, micro-services, virtual environment, OS Linux and integration ( Existing database is telephony database from Avaya telephony system for communication customer types corporate and personal )</li> <li>• Communication as technical and project manager in meeting for design and plan with conclusion minute of meeting and documents support from project.</li> <li>• Meeting with multiple teams, technical team, database and development, system engineer installing micro-services, customer's project team, operation team, sub-contract developer and customer project manager.</li> <li>• Team meeting and English study.</li> </ul>
EXPERIENCE/ACCOMPLISHMENT	
<b>Date</b>	2022 to 2022 ( June to July )
<b>Company</b>	AsiaPay Thailand: Digital Payment Service Provider
<b>Position</b>	Senior software analysis

<b>Project Reference</b>	<ul style="list-style-type: none"> <li>• <b>2022 to 2022</b>  <b>Project Name:</b> Development and Test system  <b>Customer Name:</b> KTC Online Payment gateway API software, simulation and test           <ul style="list-style-type: none"> <li>• Update database and database scripts from Oracle 12c to Oracle 21c.</li> <li>• Transforms application platform from Windows server to Redhat Linux 8 and 9.</li> <li>• Transform web engine from Tomcat to IBM WebSphere and related issues to compatibilities.</li> </ul> </li> <li>• <b>2022 to 2022</b>  <b>Project Name:</b> Development and Test system  <b>Customer Name:</b> KTC Update database and database scripts from Oracle 12c to Oracle 21c.           <ul style="list-style-type: none"> <li>• Update database and database scripts from Oracle 12c to Oracle 21c.</li> <li>• Transforms application platform from Windows server to Redhat Linux 8 and 9.</li> <li>• Transform web engine from Tomcat to IBM WebSphere and related issues to compatibilities.</li> </ul> </li> </ul>
<b>EXPERIENCE/ACCOMPLISHMENT</b>	
<b>Date</b>	2018 to 2020 ( Aug to July )
<b>Company</b>	NEC Corporation (Thailand)Ltd.
<b>Position</b>	Project manager (Deputy Manager)
<b>Project Reference</b>	<ul style="list-style-type: none"> <li>• <b>2018 to 2020</b>  <b>Project Name:</b> AEON's contact center  <b>Customer Name:</b> AEON           <ul style="list-style-type: none"> <li>• Co-ordinate with vendors and team to maintain contact center and PABX system.</li> <li>• Lead weekly meeting about the pending issue and project.</li> <li>• Support technical team for contact center project POC.</li> <li>• Site survey and software specifications for new installation, security update and patch update.</li> <li>• Working assessment and networks communication for solution software requirements.</li> <li>• API, report, services and communication.</li> </ul> </li> <li>• <b>2018 to 2020</b>  <b>Project Name:</b> Four Seasons Hotel and Residence  <b>Customer Name:</b> Four Seasons           <ul style="list-style-type: none"> <li>• Co-ordinate with vendors and team to implement security system, networks system and PABX.</li> <li>• Manage and create implementation plan.</li> <li>• Manage stock and documentation.</li> <li>• Conclude and distribute communication messages and follow up key's responsibilities.</li> </ul> </li> <li>• <b>2018 to 2020</b>  <b>Project Name:</b> MSIG's contact center  <b>Customer Name:</b> MSIG           <ul style="list-style-type: none"> <li>• Genesys application's CTI Programmer, develop a program using Genesys Platform SDK and customize Genesys Workspace Desktop Edition program. Chrome API and WebSocket communication protocols.</li> <li>• Build test system and create POC system for customer and perform test with POC to support maintenance contract.</li> <li>• Solution and project manager to solved problem implementation of customer survey services, data integration services, statistics services and database and reports.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Maintenance and services to continue maintenance contract.</li> <li>• <b>2018 to 2020</b>  <b>Project Name:</b> Bangkok Insurance contact center  <b>Customer Name:</b> Bangkok Insurance contact center           <ul style="list-style-type: none"> <li>• Fixed issue and problem, meeting and provide solution for real time message server, statistics services.</li> <li>• Customer requirements, integration toolbox for web-services integration with Hire purchases database, Cisco speech synthesis, database and IVR. Etc.</li> </ul> </li> </ul>
<b>EXPERIENCE/ACCOMPLISHMENT</b>	
<b>Date</b>	2013 to 2018 ( Apr to Aug )
<b>Company</b>	IBM Thailand Co., Ltd.
<b>Position</b>	IT Specialist
<b>Project Reference</b>	<ul style="list-style-type: none"> <li>• <b>2015 to 2018</b>  <b>Project Name:</b> BBL Bank Contact-Center  <b>Customer Name:</b> Bangkok Bank           <ul style="list-style-type: none"> <li>• Gathering information for Contact Center application LLD design.</li> <li>• Co-ordinate with vendors and customer to implement UCCE contact center system, Agent Desktop, RightFax and Nice recording.</li> <li>• Implemented Cisco UCCE ICM script for BBL contact center.</li> <li>• Developed Cisco IVR and project requirements applications.</li> <li>• Support and Troubleshooting Cisco Contact Center.</li> <li>• Create and maintain program to support testing, security and implementation including SIP communication scripts, SIP communication message, UDP message, IVR and development environment.</li> <li>• Communication with teams, customer, project sub-contract developer to solved problem and support technical requirement by co-ordinates with customer IT department.</li> <li>• Local policy and security policy, OS, web-engine, application and databases.</li> <li>• Database and settings for application, create test cases, test scenarios and services. Service request, change request, document and knowledge support project.</li> </ul> </li> <li>• <b>2013 to 2014</b>  <b>Project Name:</b> KBANK New contact-center  <b>Customer Name:</b> Kasikorn Bank           <ul style="list-style-type: none"> <li>• One of the infrastructure team members to support implementing Cisco UCCE contact-center.</li> <li>• Support and troubleshooting Cisco UCCE Contact Center.</li> <li>• Co-ordinate with vendors to implement UCCE contact center system, nice recording and WFM, RightFax and Billing.</li> <li>• Webchat, web services and batches job and schedule</li> <li>• Communication with teams, customer, project sub-contract developer to solved problem and support technical requirement by co-ordinates with customer IT department.</li> <li>• Local policy and security policy, OS, web-engine, application and databases.</li> <li>• Database and settings for application, create test cases, test scenarios and services. Service request, change request, document and knowledge support project.</li> </ul> </li> </ul>
<b>EXPERIENCE/ACCOMPLISHMENT</b>	
<b>Date</b>	2011 to 2013 ( Jan to Apr )

<b>Company</b>	Locus Telecommunication Inc., Ltd
<b>Position</b>	System Engineer
<b>Project Reference</b>	<ul style="list-style-type: none"> <li>• <b>2011 to 2013</b>  <b>Project Name:</b> Kiatnakin Bank  <b>Customer Name:</b> Kiatnakin Bank <ul style="list-style-type: none"> <li>• Implementing and maintain contact-center software solution, database integration, information communication and IP-Telephony.</li> <li>• Custom IVR, application, API and integrations.</li> <li>• Custom notification by outbound IVR to notify IT by call about the monitoring system status.</li> <li>• Integrating with IDM (HR system) to manage contact center users and skills (Create web-service by implementing ClientCom).</li> <li>• Siebel CRM integration.</li> <li>• Custom reports, Dashboard, recording and FOIP.</li> <li>• Implementing customer satisfaction survey.</li> <li>• Customer requirement development for new project opportunity.</li> </ul> </li> <li>• <b>2012 to 2012</b>  <b>Project Name:</b> KTB new contact – center  <b>Customer Name:</b> Krung Thai bank <ul style="list-style-type: none"> <li>• Develop IVR interface with backend for bank account activity and student subject registration.</li> </ul> </li> <li>• <b>2012 to 2013</b>  <b>Project Name:</b> DMAP (Toyota smart G-book)  <b>Customer Name:</b> Digital Media Asia Pacific (Fujitsu system Thailand) <ul style="list-style-type: none"> <li>• Implementing IP-Telephony and Contact-Center.</li> <li>• Develop and implementing web interface, integrated with e-Toyota web service.</li> <li>• Develop dashboard for UCCX (Self-developed written in c#).</li> <li>• Develop web popup to integrate with Toyota Road side assistance for locate customer and display to agent.</li> <li>• Implementing Cisco WFM for call recording and Screen recording.</li> <li>• Customer requirement development for new project opportunity.</li> </ul> </li> <li>• <b>2011 to 2013</b>  <b>Project Name:</b> Tokio marine sriruung insurance  <b>Customer Name:</b> Tokio marine sriruung insurance <ul style="list-style-type: none"> <li>• Implementing and maintain contact-center and IP-Telephony.</li> <li>• Telepro CRM integration.</li> <li>• Custom IVR and reports.</li> <li>• Recording and FOIP.</li> <li>• Dashboard.</li> <li>• Telephony integration with Panasonic.</li> <li>• Integration with Lotus Note.</li> <li>• Customer requirement development for new project opportunity.</li> </ul> </li> <li>• <b>2012 to 2013</b>  <b>Project Name:</b> DMAP (Toyota smart G-book)  <b>Customer Name:</b> Digital Media Asia Pacific (Fujitsu system Thailand) <ul style="list-style-type: none"> <li>• Implementing IP-Telephony and Contact-Center.</li> <li>• Develop and implementing web interface, integrated with e-Toyota web service.</li> <li>• Develop dashboard for UCCX (Self-developed written in C#).</li> <li>• Develop web popup to integrate with Toyota Road side assistance for locate customer and display to agent.</li> <li>• Implementing Cisco WFM for call recording and Screen recording.</li> </ul> </li> <li>• <b>2011 to 2013</b>  <b>Project Name:</b> BMW leasing Thailand</li> </ul>

	<p><b>Customer Name:</b> BMW leasing Thailand</p> <ul style="list-style-type: none"> <li>• Custom IVR and Reports using Crystal report.</li> <li>• Integration with HEAT CRM.</li> <li>• Upgrade contact center.</li> <li>• Dashboard.</li> </ul> <p>• <b>2011 to 2013</b></p> <p><b>Project Name:</b> CGD, The Comptroller General's Department</p> <p><b>Customer Name:</b> CGD, The Comptroller General's Department</p> <ul style="list-style-type: none"> <li>• Implementing and support for contact-center.</li> <li>• Upgrade contact center.</li> <li>• Custom IVR and reports.</li> <li>• Integrated with Remedy CRM.</li> <li>• Dashboard.</li> </ul>
<b>EXPERIENCE/ACCOMPLISHMENT</b>	
<b>Date</b>	2010 to 2011 ( Jan to Jan )
<b>Company</b>	Createlcom
<b>Position</b>	Application Engineer
<b>Project Reference</b>	<ul style="list-style-type: none"> <li>• <b>2010 to 2011</b></li> </ul> <p><b>Project Name:</b> Bangkok Airways</p> <p><b>Customer Name:</b> Bangkok Airways</p> <ul style="list-style-type: none"> <li>• Supporting for Cisco EIM and recording (Verint).</li> <li>• Custom reports for EIM and Cisco Contact Center (Crystal Report).</li> <li>• UCCX IVR integration with customer member search system and develop Web service for query customer member database.</li> <li>• Create custom Windows service to auto login Verint client integrated with AD.</li> </ul> <p><b>Project Name:</b> Internal Createlcom Project</p> <ul style="list-style-type: none"> <li>• Developed web dialer integrated with CUCM for support internal projects.</li> </ul> <p><b>Project Name:</b> Power buy</p> <ul style="list-style-type: none"> <li>• Custom reports for UCCX.</li> <li>• UCCX contact center support.</li> </ul> <p><b>Project Name:</b> PSI</p> <ul style="list-style-type: none"> <li>• Custom reports for UCCX.</li> <li>• UCCX Contact center support.</li> </ul>
<b>EXPERIENCE/ACCOMPLISHMENT</b>	
<b>Date</b>	2008 to 2010 ( Jan to Jan )
<b>Company</b>	Locus Telecommunication Inc., ltd
<b>Position</b>	System Engineer
<b>Project Reference</b>	<ul style="list-style-type: none"> <li>• <b>2009 to 2010</b></li> </ul> <p><b>Project Name:</b> Mitsiam (Transcosmos)</p> <p><b>Customer Name:</b> Mitsiam</p> <ul style="list-style-type: none"> <li>• Upgrade and maintain contact- center and IP- Telephony system.</li> <li>• Outbound dialer.</li> </ul> <p>• <b>2008 to 2010</b></p> <p><b>Project Name:</b> Sin-Asia bank, ACL</p> <p><b>Customer Name:</b> ACL bank (Current is CIBC Bank)</p> <ul style="list-style-type: none"> <li>• Upgrade Office IP Telephony system (Polycom IP-Phones).</li> <li>• Integrate Office IP Telephony with Microsoft Communicator.</li> <li>• Create small web pop up application base on ASP.net for small contact center, POC on integration with Microsoft Dynamic CRM.</li> <li>• Custom IVR and Attendant.</li> <li>• Custom reports base on Crystal report.</li> <li>• Recording, Billing, Dashboard and FOIP.</li> </ul>

	<ul style="list-style-type: none"> <li>• Implement on FXS and FXO for branches.</li> <li>• Maintain contact-center and IP-Telephony system.</li> <li>• Telephony Integration with Nortel and Forge.</li> </ul> <ul style="list-style-type: none"> <li>• <b>2008 to 2010</b>  <b>Project Name:</b> CGD, The Comptroller General's Department  <b>Customer Name:</b> CGD, The Comptroller General's Department           <ul style="list-style-type: none"> <li>• Implementing and support for contact-center.</li> <li>• Upgrade contact center.</li> <li>• Custom IVR and reports.</li> <li>• Integrated with Remedy CRM.</li> <li>• Dashboard.</li> </ul> </li> <li>• <b>2009 to 2010</b>  <b>Project Name:</b> Tokio marine sriruang insurance  <b>Customer Name:</b> Tokio marine sriruang insurance           <ul style="list-style-type: none"> <li>• Implementing and maintain contact-center and IP-Telephony.</li> <li>• Telepro CRM integration.</li> <li>• Custom IVR and reports.</li> <li>• Recording and FOIP.</li> <li>• Dashboard.</li> <li>• Integration with Lotus Note.</li> </ul> </li> <li>• <b>2008 to 2008</b>  <b>Project Name:</b> UIH  <b>Customer Name:</b> UIH           <ul style="list-style-type: none"> <li>• Implementing and maintain contact-center and IP-Telephony.</li> <li>• Custom IVR.</li> <li>• Dashboard.</li> </ul> </li> <li>• <b>2008 to 2010</b>  <b>Project Name:</b> ThaiRe insurance  <b>Customer Name:</b> ThaiRe insurance           <ul style="list-style-type: none"> <li>• Implementing and maintain contact-center and IP-Telephony.</li> <li>• Custom IVR and reports.</li> <li>• Recording and FOIP.</li> <li>• Dashboard.</li> </ul> </li> <li>• <b>2008 to 2010</b>  <b>Project Name:</b> Pioneer Hybrid  <b>Customer Name:</b> Pioneer Hybrid           <ul style="list-style-type: none"> <li>• Contact center and IP-Telephony.</li> </ul> </li> <li>• <b>2008 to 2010</b>  <b>Project Name:</b> Student Loan Fund  <b>Customer Name:</b> Student Loan Fund           <ul style="list-style-type: none"> <li>• Upgrade and maintain contact- center and IP- Telephony system.</li> <li>• Custom IVR.</li> <li>• Voice and Screen recording.</li> <li>• FOIP.</li> <li>• Integration with Telepro CRM.</li> <li>• Dashboard.</li> </ul> </li> </ul>
<b>EXPERIENCE/ACCOMPLISHMENT</b>	
<b>Date</b>	2007 to 2008 ( Jan to Jan )
<b>Company</b>	G.E. Money (Outsource)
<b>Position</b>	System operator
<b>Responsibilities</b>	Daily operation related to IT Financial service.