

Khanxay Youchantai

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Professional Summary

Results-oriented IT professional with **over 14 years of experience** specializing in **data analysis, system integration, IT project management, and IT infrastructure**. Proven expertise in collaborating with **government agencies**, particularly in integrating systems between the **Ministry of Labour and Social Welfare (MOLSW)** and the **Ministry of Education and Sports (MOES)** to enhance **Technical and Vocational Education and Training (TVET) initiatives**. Demonstrated ability to **design and manage IT projects**, improve workforce skills, support labor force development, and enhance employability through technology solutions. Skilled in **server production operations, cybersecurity, cloud computing, and DevOps**, driving operational efficiency and strategic growth in IT services.

Education

- **MBA in Business Administration**, National University, Vientiane
- **Bachelor of Science in Computer Science**, National University, Vientiane

Training & Certifications

- Web Design - Thailand International Cooperation Agency (TICA)
- Institutional Capacity Building for Effective Labour Market Information Systems (LMIS) - ILO
- Capacity Building Program for TVET Teachers in ASEAN - Korea University of Technology and Education
- Training for Trainer on Data Collection Toolkits - Luangprabang Province
- National Employment Policies Training - ILO
- **Certifications:** CCNA, Data Collection & Data Analysis, Tableau Training

Professional Experience

Team Development Manager

AutoN Lao Company, Vientiane May 2024 - Present

- Lead and mentor a team of IT professionals, ensuring effective collaboration and efficient project execution.

- Oversee the design, development, and deployment of IT solutions, supporting the implementation of innovative applications to improve operational efficiency.
- Successfully apply Agile methodologies, achieving a 30% increase in project delivery efficiency by optimizing workflows and enhancing team productivity.
- Spearhead the migration of critical applications to cloud platforms, reducing operational costs by 20% while ensuring scalability, security, and performance improvements.
- Develop and execute a comprehensive Software Development Lifecycle (SDLC) strategy, enhancing product quality, optimizing development processes, and accelerating time-to-market.
- Engage directly with stakeholders, business leaders, and cross-functional teams to align IT projects with strategic business objectives, ensuring maximum resource utilization and innovation.

Manager

Online Retail Shop, Vientiane March 2022 – Present

- Strategically selected a location near a major logistics hub, optimizing operational efficiency and enhancing customer satisfaction.
- Implemented just-in-time inventory management, ensuring payment confirmation before dispatch, streamlining operations, and mitigating inventory risks.
- Improved operational workflow, resulting in increased profitability and enhanced customer experience in the online business sector.

Senior Infra, Network, and Web Developer Engineer

Ministry of Labour and Social Welfare, Vientiane April 2016 – April 2024

- **Integrated data systems** between **MOES and the Human Resource Development Office**, improving **data-sharing efficiency** and enhancing **TVET program outcomes**.
- Conducted **comprehensive data analysis** on **labor force surveys**, providing **critical insights for policy development and workforce planning**.
- Led **technical training sessions** for government personnel, ensuring **effective utilization** of IT systems and infrastructure.
- Developed **technical documentation**, including **user manuals** and **process guidelines**, to facilitate understanding of IT services.
- Designed and implemented **projects focused on workforce skill development**, bridging **labor market gaps** and **enhancing employability** through specialized training programs.

- Evaluated **student performance metrics** in **final-year primary and secondary education**, contributing to **education system improvements**.
- Actively participated in **policy discussions** with **MOES, MPI, and MoHA**, supporting **cross-ministry collaboration** for IT system advancement.

IT System Integration Analyst

VimpelCom Lao, Vientiane July 2012 - March 2016

- **Validated data accuracy**, ensuring **reliability in IT service management** and seamless system performance.
- Managed **Value-Added Services (VAS)**, overseeing **system integration and operational support** to enhance service offerings.
- Led the **management and optimization** of the **AVAYA Call Center System**, ensuring smooth call routing, agent performance tracking, and system stability.
- Conducted **system performance analysis** and generated **technical reports** for the **CTO**, providing data-driven insights for strategic decision-making.
- Provided **recommendations for IT infrastructure optimization**, enhancing **system efficiency, scalability, and overall network reliability**
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IT System Administrator

Star Telecom, Vientiane April 2010 - June 2012

- Monitored and maintained **all systems related to and supporting the Billing System**, specifically focusing on **Postpaid billing operations**.
- Managed and optimized the **Oracle database** for **billing and contact center systems**, ensuring **data integrity, accuracy, and operational efficiency**.
- Oversaw the **billing database (DB)** and **contact center DB**, ensuring **smooth transactions, customer record updates, and system performance**.
- Provided **technical support and system maintenance**, minimizing **downtime and ensuring uninterrupted service delivery**.

Technical Proficiencies

- **Programming & Web Development:** HTML, CSS, JavaScript, TypeScript, PHP, Node.js, WordPress, Laravel, Vue.js, ReactJS, NuxtJS, NextJS
- **Database Management:** Oracle, MySQL, SQL Server, MongoDB, PostgreSQL
- **System Administration & Networking:** Apache, Nginx, CentOS, Ubuntu, Windows Server, CCNA
- **Cloud & DevOps:** Docker, Kubernetes, Jenkins, Git, SonarQube

- **Project Management:** Agile/Scrum methodologies, database management, cybersecurity, risk assessment

Languages

- **English:** Good proficiency
- **Lao:** Native

Interests

Passionate about **programming, cybersecurity, IT infrastructure management, cloud computing, DevOps, data analysis, project management, and digital transformation.**