

## **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.**