

# Pongsak Srithongnopawong

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## Summary

*A proven Technical Lead with strong background in technology and digital transformation. Leverages expertise on software development and delivery. Also known for creating new innovations and tools to continuously improve efficiency and productivity.*

## Education



**Asian Institute of Technology** | December 2008  
Computer Science specialized in Software Engineering, Master



**Chulalongkorn University** | April 2004  
Electrical Engineering, Bachelor

## Publication



**International Journal of Electronic Finance** | January 2010  
Using relative movement to support ANN-based stock forecasting in Thai stock market

## Certifications



**Blockchain Developer – Udacity** | September 2021  
<https://graduation.udacity.com/confirm/LMHJ6CXG>



**Machine Learning with TensorFlow – Udacity** | July 2020  
<https://graduation.udacity.com/confirm/MVCTQLCE>



**Azure Fundamentals – Microsoft Certified** | April 2020  
<https://www.youracclaim.com/badges/1587cdf0-1d1d-4535-9f3b-f3e2b3134a02>

## Skills

### Coding

C, HTML, CSS, Javascript, C#, Solidity, ASP.NET, Python, NodeJS, ObjectiveC, Java, PHP, Ruby on Rails, Django

### Database

MSSQL, Azure SQL, Firebase, MYSQL

### Artificial Intelligent

Cognitive Services, MS LUIS, MS QnAMaker, MS Bing Translation, IBM Watson

### MISC

Project Management, PMO, Agile, DevOps, Scrum, UCD, Truffle, Ganache

## Experience



### **Project Manager | Verifone Thailand | Jan, 2021 – Present**

- Responsible to manage end-to-end project implementation for financial banks in Thailand. Ensure alignment with customer on business expectation and client's owned standard practices and measures; working side-by-side with client's IT, business, project, and operation teams.



### **Associate Director - Technology Advisory | KPMG Thailand | Feb, 2020 – Jan, 2021**

- In charge of the team to provide PMO service to improve and standardize the project management framework for the client who is one of the developers and service providers of the electronic payment infrastructure; managing a number of small to large scale payment projects including infrastructure, electronic payment, and IT security and governance projects



### **Project Manager – Digital Payment Ecosystem | SCB | Aug, 2018 – Feb, 2020**

- Responsible in digital adoption and implementation for SCB's customers in particular for healthcare and education.
- Built digital healthcare platform for public hospitals in Thailand including Siriraj Connect, RAMA App for Ramathibodi, and Mor-or+ for Songklanagarind Hospital. Managed vendor projects to develop the hospital solutions (i.e. mobile application, chatbot, self-payment kiosk, etc.) such as making payment, making/viewing appointment, booking/viewing queue, finding/navigating indoor map, etc. Responsible end-to-end project from requirement gathering, vendor selection, sprint development, integration, PR.
- Run Smart University projects to enable smart facilities for payment ecosystem in universities such as Digital Locker, Smart Carpark System, and Self-Service Transcript Kiosk for top universities in Thailand such as Mahidol University, Kasetsart University, Prince of Songkla University, etc.
- National ePayment projects in SCB according to the direction from BOT (Bank of Thailand). Discussed with National ITMX and other member banks on technical specification for ISO8583 and ISO20022 for credit transfer (tag29) and payment (tag30) online channels.
- Customer facing to encourage and assist them to adopt payment technology such as QR Payment, Payment Gateway, etc. and promote cashless society (i.e. Makro Flagship Store, The Mall)
- Explored new payment innovations and drive new technology to public/market. (i.e. HCE tap to pay, Fujitsu Palm Secure, Card Management, etc.)



### **Technical Lead – Software Development | ExxonMobil | Jan, 2016 – Jul, 2018**

- Lead the development of the chatbot framework over S4B (Skype for Business) with UCMA (C#) and chatbot connectors of multiple systems (i.e. Ticket system, SAP, MS SharePoint, Active Directory, etc.). Enabled other organizations in the company to leverage the framework to build their own chatbots. Lead the implementation of the smart chatbots that helped users to track and manage incidents/ work order, and also to proactively alert users when urgent to take action immediately.
- Successfully helped more than 30 internal organizations to build their chatbots to enhance and improve efficiency and productivity in organizations.
- Lead the Front-end development (JS, JQUERY, Bootstrap) project over Fiori API (SAP) to help users (US Employee) to manage vacation tracking and request in innovative way instead of the manual administrative tracking and manual input. Lead the design of the system with simplicity.
- Lead the implementation of the Single Sign On solution for Sailpoint IdentityIQ application with the key data encrypted over MSSQL certification. Greatly reduced in risk of security exposure by encrypted session.
- During spare time at work, built several automation tools with Python and C# to help other developers increase their work productivity and shared code via internal GitLab. i.e. Log Analyzer, LUIS Helper, API/Proxy Connector, etc. Also, developed several SharePoint applications with SharePoint API for flexible user interface control.

### **Technical Lead – Application Support | ExxonMobil | Oct, 2014 – Dec, 2015**

- Lead the support of the tier1 application (critical and strategic) BMC AR Remedy ITSM and Platform and tier 2 HPOM (Monitoring Suite). Ensured SLA/SLO was met including weekend/oncall support.
- Lead the problem investigation for 2 major/ high priority incidents to find root cause of the issue and ensured the fix applied timely to prevent from reoccurring.
- Lead the team to stabilize the HPOM platform; reduced sharply in the number of system outages (13 outages down to 4 outages per quarter), greatly improved system performance (system healthcheck redesigned with <90% transaction volume, 3.6M records per month), and decreased in number of incidents (from 120 to 20 incidents per month)
- Coordinated with internal teams to setup operational dashboard with Splunk and performance tools. Enabled the support team to proactively see performance from different locations and captured pattern of error in log files to help support team to resolve the issue timely with sufficient information to investigate the root cause of the issue.
- Lead the team to optimize the automated incident creation logic and to improve automation process to decrease in the manual effort.

### **Application Analyst | ExxonMobil | Feb, 2009 – Oct, 2014**

- Lead the application development (C#) to build a toolkit to help planner manage budget and forecast for organizations. Centralized, standardized, and reduced in number of human error.
- Lead the customization and development (ASP) for the packaging and deployment process tracking tool. Enabled the integration with newly adopted technology SCCM on MS WIN Server 2008.
- Service Request Management (SRM) development (BMC Remedy Technologies). Built 10+ advanced request forms with complex process design template and automation integration such as server request form that could automatically provision new servers.
- Provided technical support globally for IT enterprise application such as ITSM and Employee & Contractor Directory.



### **Software QA / Senior Software QA | Reuters | Apr, 2004 – Jan, 2007**

- Developed automated end-to-end tests with QTP (Quick Test Pro). Tests ran daily after daily build in Agile project to ensure good quality product moved to higher environment tier at day to day basis.
- Drove the initiative to developing the Auto Reply System over messaging platform (using C# language). This system enabled the possibility of the automated test over the messaging platform.
- Server monitoring and scripting with Windows Performance Counter and WMI Performance Monitoring through VBScript language
- Test Arrays (Testbed) Setup and Database monitoring with MS Virtual Server