

TIMOTHY SUWITYARAT

PROFESSIONAL SUMMARY

Dynamic Solutions Engineer with a proven track record at TeamDynamix and Community College of Rhode Island, enhancing IT systems and user experiences through innovative solutions and effective team leadership. Expert in software troubleshooting and Office 365, with exceptional communication skills, significantly improving operational efficiency and client satisfaction.

EXPERIENCE

Solutions Engineer

February 2024 - Present | TeamDynamix, Remote

- Analyzed user needs and developed solution specifications based on those requirements.
- Provided technical guidance on best practices for designing, developing and deploying applications.
- Reviewed existing processes to identify potential opportunities for automation or optimization.
- Maintained up-to-date knowledge of industry trends, technology advancements and emerging standards.
- Provided technical support for complex software applications on multiple platforms.
- Analyzed user needs and software requirements to determine feasibility of design within time and cost constraints.

Senior Info. Tech

August 2021 - February 2024 | Community College of Rhode Island, Warwick

- Lead Administrator for TeamDynamix: Managed the ITSM-based service, focusing on maintenance, major updates, and automation rules. Played a pivotal role in restructuring the entire Knowledge Base and Workflow system in TeamDynamix.
- DUO Authentication Integration: Played a key role in the integration and implementation of DUO Authentication across the college, enhancing security measures and user authentication processes.
- IT Help Desk Support Website Redesign: Led the redesign and coding of the entire IT Help Desk support website, significantly improving user interface and

CONTACT

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SKILLS

- Office 365 Support (3 years)
- Fluent with TeamDynamix Ticket Tools
- In-person and remote IT support (3 years)
- Written and oral communication (7 years)
- DUO Authentication and Integration (2 years)
- Software Troubleshooting
- Help Desk (7 years)
- Active Directory
- Microsoft Windows (10+ years)
- Troubleshooting (6 years)
- Computer Science
- Technical writing (6 years)
- SharePoint

accessibility and enhancing the overall user experience.

- **Project Management and Team Contribution:** Executed various TDX-related projects, including the extensive cleanup of 600+ knowledge base articles and digitization of Banner request forms, leading to a more efficient administrative process.
- **Training and Development:** Conducted impactful training sessions on TDX and other IT tools, facilitating skill development and operational efficiency among different user groups.
- **Innovative Workflow Development:** Developed and implemented automated workflows for varied access requests and equipment reservations, streamlining the IT service delivery process.
- **Client Engagement and Support Enhancement:** Actively participated in community engagement initiatives, set up pop-up stations for on-campus IT support, and played a key role in enhancing the functionality of the client portal.

IT Support

October 2019 - August 2021 | Community College of Rhode Island, Warwick

- **Technical Support and Ticket Management:** Utilized ticket-tracking tools to efficiently resolve a wide range of IT-related issues, significantly enhancing user satisfaction.
- **Direct User Assistance:** Provided hands-on support to faculty, staff, and students, addressing their specific IT needs and challenges.
- **Knowledge Base Contributions:** Authored and published 22 knowledge base articles, providing valuable resources for user self-help and education.
- **Information Management:** Digitized and maintained critical information, such as the compromised account list and printer details, ensuring data accuracy and accessibility.

Help Desk

September 2018 - May 2020 | YMCA, Warwick

- **Efficient System Management:** Leveraged a ticket tracking system to meticulously monitor and manage repairs, updates, and services, ensuring timely and organized responses to technical issues.
- **Technical Problem-Solving:** Provided essential support in troubleshooting computer systems, resolving basic technical problems and contributing to smoother system operations.

Co-Owner

March 2016 - April 2020 | Blackstar Software, Warwick

- Client Engagement and Support: Implemented and managed a ticketing system to facilitate direct and effective communication with clients, ensuring prompt resolution of inquiries and issues.
- Troubleshooting and Technical Support: Provided comprehensive troubleshooting for modding services, addressing complex technical challenges and enhancing service quality.
- Community Management and Leadership: Successfully led and nurtured an active community of over 150 members, fostering engagement, collaboration, and a supportive environment.

EDUCATION

Associate in Science (AS) in Computer Science

January 2005

Community College of Rhode Island, RI

CERTIFICATIONS

- HDI Support Center Analyst Certification, 05/2022, Present
- Academic Impressions: Certification in Higher Education Customer Service, 11/2021, Present
- Demo2Win! Certification, 4/19/2024, Present
- MEDDPICC Masterclass, MEDDIC, Jun 2024

REFERENCES

References available upon request