Pongsak Jaliyawanidchakun

IT Infrastructure, Project Manager & Network Security Specialist

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Education Summary

Master of Business Administration
Ramkhamhaeng University, Bangkok, Thailand
Graduated 2016 GPA: 3.00

Bachelor of Science
Mahasarakham University, Thailand
Graduated 2009 GPA: 2.82

Diploma in Information Technology
Khonkaen Technical College, Khonkaen, Thailand Graduated 2006 GPA: 2.97

Core Skills

- **Technical Proficiency:** Strong understanding of network protocols (e.g., TCP/IP, BGP, OSPF), network devices (routers, switches, firewalls), and network security concepts and systems engineering principles, networking concepts, and security best practices.
- **Troubleshooting:** Advanced troubleshooting skills and experience with network diagnostic tools, ability to diagnose and resolve complex technical issues effectively.
- **Security Expertise:** Knowledge of network security, best practices and experience with security technologies, ability to communicate technical information clearly and work collaboratively with others.
- **Leadership and Communication:** Ability to lead and mentor teams, communicate technical information effectively, and collaborate with cross-functional teams, ability to guide and mentor other engineers.
- **Problem-Solving:** Strong analytical and problem-solving skills.
- **IT Project Management:** Experience managing budgeting and executing network-related projects, ability to plan, execute, and manage projects effectively.

- **IT Auditor – Network & Infrastructure (Special Assignment)** Performed end-to-end audits on network security, server configurations, and infrastructure compliance with corporate IT policies and industry standards.
- **Delivered audit reports** with actionable recommendations to management, leading to a 30% reduction in recurring security findings.

Professional Summary

IT Infrastructure & Network Security Professional with 16+ years of experience in enterprise IT operations, specializing in designing, implementing, and managing core network infrastructure across data centers and campuses. Proven expertise in firewalls (Palo Alto, Cisco), SD-WAN, VMware, Intune, CrowdStrike, and Zscaler. Skilled in enforcing IT security standards (ISO/IEC 27001, CIS Controls), conducting audits, and closing compliance gaps. Experienced in leading global IT operations, driving digital transformation, cloud adoption (AWS, Azure, GCP), and automation initiatives. Strong leadership in supervising and mentoring IT teams, managing budgets (CAPEX/OPEX), ensuring SLA compliance, and delivering secure, scalable, and high-performance IT solutions.

Key Responsibilities

- Network Design and Implementation:
- Designing, implementing, and maintaining complex network infrastructures, including LANs, WANs, and WLANs, new systems and infrastructure to meet business requirements.
- Network Security:
- Implementing and managing network security measures, such as firewalls, VPNs, and intrusion detection systems.
- Performance Monitoring and Optimization:
- Monitoring network performance using diagnostic tools, identifying bottlenecks, and implementing solutions to improve efficiency and stability.
- Troubleshooting and Issue Resolution:
- Providing high-level technical support and resolving escalated issues from lower support tiers.
- Team Leadership and Mentorship:
- Providing technical guidance, mentoring junior engineers, and fostering a collaborative team environment.
- IT Project Management
- Leading and executing network-related and system projects, ensuring they are completed on time and within budget.
- IT Auditor – Network & Infrastructure (Special Assignment)
- Performed end-to-end audits on network security, server configurations, and infrastructure compliance with corporate IT policies and industry standards.
- Delivered audit reports with actionable recommendations to management, leading to a 30% reduction in recurring security findings.
- System Maintenance and Optimization:
- Ensuring the ongoing stability, performance, and security of existing systems and identifying and resolving complex technical issues related to systems and networks.

- Collaboration:
- Working with various teams and departments to align technology solutions with business needs.

Professional Experience

Suntory Beverage & Food (Thailand)
IT Infrastructure Assistant Manager | Jul 2024 – Present

- Oversee overall IT operations across multiple sites, ensuring infrastructure, networks, platforms, and communications are stable, secure, and aligned with business needs.
- Lead IT projects, budgeting (CAPEX/OPEX), procurement, and vendor management, ensuring cost-effective and timely delivery.
- Design, implement, and maintain enterprise core network infrastructure (Data Centers & Campus), including firewalls (Palo Alto, Cisco), switches (Cisco Catalyst, Aruba), VMware, Intune, Entra, SD-WAN, CrowdStrike, and Zscaler.
- Enforce IT security standards by reviewing firewall rules, conducting risk assessments, and aligning with ISO/IEC 27001 and CIS Controls, collaborating with auditors to close compliance gaps.
- Act as single point of contact for IT operations at each site, coordinating with global/regional IT teams, vendors, and business units for effective execution.
- Drive digital transformation and automation initiatives to improve efficiency, scalability, and security across the organization.
- Supervise and mentor IT support teams, ensuring SLA adherence, process compliance, and delivery of high-quality services.

Srisawad Corporation PCL
Assistant IT Manager | Nov 2022 – Jun 2024

- Oversee daily IT operations across HQ and branches, ensuring network availability, system reliability, and business continuity.
- Lead design and implementation of enterprise core networks (Data Centers & Campus) with Cisco ACI, TCP/IP, BGP, OSPF, MPLS, and multi-vendor firewalls (Palo Alto, Cisco ASA, Fortinet, Checkpoint, Watchguard).
- Enhance cybersecurity by enforcing IT policies, conducting audits (ISO/IEC 27001, CIS Controls), firewall rule reviews, and regular vulnerability assessments with remediation.
- Manage IT assets, lifecycle (procurement, upgrades, decommissioning), and endpoint/MDM platforms (Google Workspace, Intune, Sophos, TrendMicro).
- Drive IT projects, budgets (CAPEX/OPEX), and digital transformation initiatives including cloud adoption (AWS, Azure, GCP).
- Supervise and coach infrastructure & IT support teams, ensuring SLA compliance and successful delivery of IT services and projects.

Magnecomp Precision Technology

Leader IT Sr. Engineer | Apr 2022 – Oct 2022

- Directed IT team operations, supervised infrastructure projects, and ensured effective change and incident management.
- Designed and implemented enterprise core networks (Data Centers & Campus) with Cisco ACI, TCP/IP, BGP, OSPF, MPLS, and multi-vendor firewalls (Palo Alto, Cisco ASA, Fortinet).
- Managed and troubleshot network/security devices (Cisco Catalyst, Nexus, Aruba SD-WAN, FMC, ISE, WLC) and endpoint platforms (Carbon Black, Sophos, Ivanti).
- Strengthened cybersecurity by reviewing firewall rules, conducting vulnerability assessments, and aligning with ISO/IEC 27001 and CIS Controls.
- Coordinated with auditors, vendors, and business teams to ensure compliance, business continuity, and IT governance.
- Drove IT strategy, digital transformation, and vendor management to support annual business plans and enterprise scalability.

Daiko Global Marketing

Senior IT Engineer | Mar 2020 – Mar 2022

- Oversee enterprise IT operations (data centers, networks, cloud, security) ensuring system stability and 99.9% availability.
- Lead design & implementation of core networks and firewalls (Cisco ACI, MPLS, Palo Alto, FortiGate, Cisco ASA).
- Drive IT security & compliance (ISO/IEC 27001, CIS Controls) through audits, policy enforcement, and risk mitigation.
- Manage IT projects, budgets, vendors, and lead IT teams to deliver secure, scalable, and cost-effective solutions.
- Directed IT operations and infrastructure projects across data centers, campus networks, and cloud platforms (AWS, Azure, GCP), ensuring high availability and business continuity.
- Led design and implementation of enterprise core networks using Cisco ACI (SDN), BGP, OSPF, MPLS, and firewall/security platforms (FortiGate, Cisco ASA, Palo Alto, Checkpoint).
- Managed and troubleshot security/network systems (Cisco FMC, ISE, Catalyst, Nexus, Aruba SD-WAN) and virtualization platforms (VMware vSphere, Hyper-V).
- Strengthened cybersecurity posture by enforcing IT policies, reviewing firewall rules, conducting audits (ISO/IEC 27001, CIS Controls), and leading remediation plans.
- Oversaw IT projects, budgeting, vendor management, and supervised IT teams to deliver services in line with SLA and compliance requirements.

Sirindhorn College of Public Health KhonKaen

Senior Information Technology | Mar 2015 – Feb 2020

- Oversee enterprise IT operations (networks, servers, cloud, security) across HQ and branches, ensuring high availability and compliance.

- Lead network & security architecture (Cisco ACI, MPLS, multi-vendor firewalls) and IT risk management aligned with ISO/IEC 27001.
- Drive digital transformation, cloud adoption (AWS, Azure, GCP), and infrastructure upgrades to improve scalability and resilience.
- Manage IT projects, budgets, vendors, and lead IT teams to deliver secure, cost-effective, and business-aligned solutions.
- Directed IT operations, infrastructure projects, and risk management across data centers, campus networks, and cloud platforms (AWS, Azure, GCP).
- Led enterprise network design and implementation (Cisco ACI, BGP, OSPF, MPLS) with multi-vendor firewalls/security platforms (Cyberoam, Cisco ASA, Fortinet, TrendMicro).
- Strengthened security posture through ISO/IEC 27001 & CIS compliance, vulnerability assessments, and IT audits, coordinating with auditors and implementing remediation.
- Oversaw Windows Server, VMware vSphere/ESXi, backup (Veeam, Veritas), and endpoint platforms while enforcing IT policies and disaster recovery plans.
- Collaborated with business units and vendors to deliver IT projects, optimize operations, and ensure business continuity with 99.9% uptime.
- Supervised and coached IT teams, providing expert advice and ensuring SLA adherence.

Office of Commercial Affairs Khonkaen
Business Network Center Officer | Apr 2013 – Mar 2015

- Planned and managed provincial economic network strategies and developed trade/economic databases to support decision-making at provincial, regional, and national levels.
- Designed, implemented, and maintained enterprise core network infrastructure across data centers and campus networks, utilizing TCP/IP, BGP, OSPF, MPLS, and firewall platforms (Cisco ASA, Cyberoam).
- Managed operations and troubleshooting for network & security devices (Cisco Catalyst, Nexus, Aruba SD-WAN, Cisco FMC) and endpoint security (TrendMicro) to ensure business continuity.
- Monitored and optimized IT infrastructure performance, including internet usage control, VoIP, and firewall configurations, ensuring 99% uptime for government services.
- Led IT procurement and vendor coordination, advising on hardware/software acquisitions aligned with organizational needs.
- Developed and maintained the Provincial Economic Trade Information Center (PCOC) system, managing agricultural and trade data to improve accessibility for businesses and the public.
- Provided daily IT support and user assistance (networks, servers, printers, end-user issues), ensuring smooth operation of IT services.

Thai Business Administration College of Khonkaen
Network Administrator | Mar 2011 – Apr 2013

- Administrated LAN/WAN/WLAN networks across the organization, ensuring stable connectivity and secure operations.

- Led projects to analyze network traffic and optimize performance by designing and deploying VLAN, EtherChannel, and STP-based infrastructure across switched networks.
- Designed, implemented, and maintained enterprise network infrastructure across Data Centers and Campus Networks, using TCP/IP, BGP, OSPF, MPLS, and firewall platforms (FortiGate, Cisco ASA).
- Configured and managed Cisco ACI (SDN-based data center operations), enhancing scalability and automation in core network environments.
- Operated and troubleshooted firewall/security platforms (Cisco FMC, TrendMicro) and networking devices (Cisco Catalyst, Nexus, Aruba SD-WAN) to maintain business continuity.
- Managed virtualization and hybrid infrastructures including VMware, Hyper-V, SD-WAN, and endpoint security, ensuring availability of mission-critical services.
- Developed IT manuals and standardized processes, establishing new IT standards and improving knowledge transfer across the department.
- Trained IT staff and end-users on system usage, security awareness, and troubleshooting techniques, contributing to stronger IT governance and operational efficiency.
- Provided IT training at vocational level in programming and information technology, bridging academic knowledge with practical industry applications.
- Delivered end-user support for network, servers, and peripherals (printers, endpoints), achieving high user satisfaction and minimal downtime.

Thai Business Administration College, Bangkok
IT Network Officer | Sep 2009 – Mar 2011

- Designed, implemented, and maintained enterprise core network infrastructure across Data Centers and Campus Networks using TCP/IP, BGP, OSPF, MPLS, VLAN, EtherChannel, STP, and firewall platforms (FortiGate, Cisco ASA).
- Administered and optimized network systems including LAN/WAN/WLAN, Windows Server, AD, DHCP, and VMware vSphere/vCenter to ensure reliable and secure operations.
- Monitored network traffic and performance, configured switches (access/core), DMZ, and routing to optimize connectivity and business continuity.
- Developed IT policies, annual risk plans, and security strategies, ensuring organizational compliance and proactive risk mitigation.
- Provided IT support and training, including departmental manuals, staff coaching, and end-user assistance to maintain smooth operations and knowledge transfer.
- Advised and supervised procurement of hardware, software, and IT supplies, aligning investments with business needs and technical requirements.

Certifications & Training
- Certified: Awarded Professional Qualification for Sector: Digital Network Industry level 4
- Certified: Cisco CCNA

- ITIL4 Foundation
- Information Technology for IT Manager
- Security Engineering on AWS
- Microsoft Azure
- VMware vSphere ESXi 7.0
- Windows Server 2019
- Security Engineering on AWS
- Work smart with AI Microsoft Copilot
- Cybersecurity – FortiGate Firewall
- Data Governance & Threat Hunting Workshops
- Web Hacking & Security
- Cybersecurity 101
- Advance Security Operation Center (SOC)
- Penetration Tester
- Secure coding
- CompTIA Security+
- Certified Information Systems Security Professional (CISSP)
- Offensive Security Certified Professional (OSCP)
- Certified Ethical Hacker (CEH)
- Cybersecurity Analyst (CySA+)

Languages
- Thai (Native)
- English (Professional Working Proficiency)

References
References will be sent on request.