HATHAIKORN AKARAVIPAS



Mobile: 095-653-7563

E-mail: hathaikorn.a@gmail.com

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| **Personal Details** |
| Address: 179 Soi Charoennakorn14, Charoennakorn Rd, Khlongtonsai, Khlongsan, Bangkok 10600  Gender: Female  Nationality: Thai  Marital Status: Single |

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| **Education:** |
| **The University of The Thai Chamber of Commerce**  **June1997 - Oct2000**  **Bachelor of Science in Computer Science** |

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| **Work Experience** |
| **IT Application Support Manager Oct2022 - Present**  **SCB Protect Co.,Ltd**   * Provide the technical support for businessapplication * Troubleshoot and investigate the root cause of incidents include finding solution to prevent * Monitoring and proactive system to improve the IT service for support business growth * Monitor resource (i.e. login-license/disk space for record voice file) to ensure that systems are working as operational * Collaborate with vendor and user for implementing (new requirement) and resolving issues * Provide consultant and estimate impact for project team * Perform other duties and assignments instructed by the supervisor   **Application Reference**   * Midas * Aspect * Digital Insurance Broker * Telemarketing * iRefer * 3CX   -----------------------------------------------------------------------------------------------------------------------------------------------------------------------  **System Analyst 16Jul2019 – Sep2022**  **Krungthai Bank Co.,Ltd**   * Coordinate the project RTO30 (Recovery Time Objectives) for upgrade hardware of Treasury System with internal resources and third parties/vendors to ensure all parties are on track with the requirement schedules and deadlines (Year2020) * Evaluating current IT systems, including hardware, software and network (Year2020) * Planning new systems that address any issues with the current systems (Year2020) * Support upgrade version Summit, Kondor application and upgrade software to compatible with application (Year2021) * Update ISAC/Sub ISAC documents for IT Committee * Accountable for incident and change request management (Summit, Kondor Plus Application of Treasury System)   i.e. Product : FX SPOT, FX Forward, FX SWAP, Money Market   * Support another team to interface with the application (i.e. Accounting, Production Control, Back-Office, Trader, MarketRisk, Datawarehouse, Settlement Limit) for incorrect data in daily and monthly report to ensuring the smooth operations in run mode * Meetings to identify requirements and fixes issues with user and vendor * Defines application problem by conferring with vendor to evaluation procedures and processes solve problem * Investigate, support for server down and database blocking to ensuring the smooth operations of production environment * Create non-production environment to support end-user, developer team, test team and solve problem any issue * Create technical documentation to teach others how to use systems * Create and update manual documents to operation team for monitoring system * Validates results for testing fix issues * Monitor EOD (end of day) batch job and solve problem for schedules job run fail * Perform Autosys process (batch job) to create, update following to requirements of user and create job description documents * Perform firewall process for connection to production and non-production zone   **Project Reference**   * Recovery Time Objective 30 minutes (RTO30) for all treasury systems   - RET-AD (Reuters Electronic Trading system)  - Kondor Plus (Fusion Capital Kondor Plus)  - Treasury System (Summit)  - Private Repo (REPO)  - Fixed Income Trading Systems (FITS)  - Global Market Extension (GMX)  -----------------------------------------------------------------------------------------------------------------------------------------------------------------------  **System Analyst Mar2014 - 15Jul2019 KASIKORN Business-Technology Group (KBTG)/KASIKORN SERVE Co.,Ltd**   * Define project requirements with user and vendor * Analyze business requirements * Create design specifications and interface documents * Investigate issues to support SIT/UAT/Production environment * Define test plan and report * Review test script, test case and test results   -----------------------------------------------------------------------------------------------------------------------------------------------------------------------  **Application Support Jan2007 - Feb2014**  **Progress Software Co.,Ltd**   * Install and config application for new server * Create environment and deploy code to support UIS/SIT/UAT environment * Merge code, build code and deploy code to SIT/UAT/Production environment * Compile FEPI program and set connection * Investigate issues to support SIT/UAT/Production environment * Configure SSL Certificate * Create crontab for backup data   -----------------------------------------------------------------------------------------------------------------------------------------------------------------------**Software Configuration Management Dec2005 - Dec2006**  **Progress Software Co.,Ltd**   * Manage and control check-in/check-out document, versioning control document for software configuration item * Create and follow up signoff of project * Drop source code and design document to CC IBM Tool Rational ClearCase and tracking in CQ IBM Tool Rational ClearCase tools * Housekeeping document for closed project * Support developer for plan timeline to deploy code   -----------------------------------------------------------------------------------------------------------------------------------------------------------------------  **Programmer April2001 - Nov2005**  **OlympiaThai Ltd**   * Create, modifies development program (COBOL and RPG Programming) for Inventory System, CR System, Sale and Service System, Accounting System and Purchase System * Backup data configure system support for AS/400 Server, * Perform administering user profiles, security policies and monitoring resource usage on AS/400 system * Monitoring activities and password change control * Manual Adjust and maintain data, day-end process and month-end process * Perform routine operation on AS/400 system and query data for user requester * Take care of AS/400 and PC: communication and peripherals * Train and support all IT administration and overall IT function * System Administrator : Setup internet, intranet including troubleshooting internal connectivity, mail system and related problem   ------------------------------------------------------------------------------------------------------------------------  **Honors and Achievements**   * SUN Certified Programmer for the JAVA 2 Platform, Standard Edition 5.0 on August 31, 2010 * Recipient of fees newspaper from The Nation Group for the third of undergraduate, 1999 * Certificate, participating in The Friends Warn Friends Project that responsible for advertising and informing news regarding the harmful of addict substances for Grade 11 student Under Education Ministry, 1995. * Recipient of the Second Prize and Honor Certificate of Mathematics Competition, 1993 * Recipient of fee Scholarship and Honor Certificate for Grade 8 under Suan Anan School, 1992 (The Highest grade point average in class) |