HATHAIKORN AKARAVIPAS



Mobile: 095-653-7563

E-mail: hathaikorn.a@gmail.com

|  |
| --- |
| **Personal Details** |
| Address: 179 Soi Charoennakorn14, Charoennakorn Rd, Khlongtonsai, Khlongsan, Bangkok 10600Gender: FemaleNationality: ThaiMarital Status: Single |

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

|  |
| --- |
| **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)
 |