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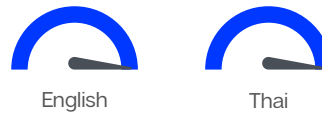
Fasttrack Engineer

Dedicated IT Technician with over 15 years of experience across eight companies, specializing in systems installation, troubleshooting, repair, and maintenance of hardware and software solutions. Proven ability to ensure operational continuity and efficiency by delivering reliable IT support and developing effective solutions. Skilled in managing computer systems and networks, with strong expertise in Windows Server environments, webmail systems, subnet configuration, and firewall administration.

SKILLS

- **Workshops & Training:** Experienced in conducting AI2D, CSI2D, and MCI workshops; strong background in IT service delivery and customer support.
- **Software & Tools:** Proficient in Microsoft Windows Server 2008–2016, Windows & macOS operating systems, VMware, Microsoft Office (Word, Excel, PowerPoint), Microsoft 365, Google Workspace, 3CX Phone System, Wi-Fi Analyzer, Cisco AnyConnect, Microsoft Teams, Zoom, Google Meet, TeamViewer, Windows Remote Desktop, and Quick Assist.
- **Remote Support:** Skilled in using TeamViewer, AnyDesk, and other remote access tools.
- **Databases:** Knowledgeable in Microsoft Access and SQL Server.
- **Graphics & Design:** Experienced with Adobe Photoshop, Illustrator, and Lightroom.
- **Languages:** Fluent in Thai and English (written and verbal communication).
- **Typing Speed:** 45 WPM in both Thai and English.
- **Leadership & Management:** Strong leadership, team coordination, and management skills.

LANGUAGE



EXPERIENCES

ALFA CONNECTIONS PTE LTD *FastTrack Engineer*

August 2023 - Present

- Delivered and facilitated training workshops on MCI Copilot for Microsoft 365.
- Conducted Copilot Studio in 2 Days (CSI2D) and Apps in 2 Days (AI2D) workshops, enabling users on Copilot Studio and Power Apps.
- Developed Power Apps and chatbots using Copilot Studio.
- Provided technical support for Power Apps in TOA's project.
- Supported engagements and presales activities related to Microsoft 365 training courses.
- Coordinated with FastTrack engineers to identify and implement technical solutions.
- Assisted the team in delivering Microsoft 365 workshops and user enablement sessions.

CERTIFICATION



Successfully Implemented Projects

- **Viva Connections Training:** Successfully engaged a leading telecommunications company in a one-day Viva Connections course training, ensuring effective delivery and adoption.
- **Copilot Studio Training (2-Day Program):** Delivered a successful Copilot Studio in 2 Days (CSI2D) workshop for a major energy and petrochemical organization, enabling participants to build and deploy solutions effectively.
- **MCI Copilot for Microsoft 365 Training:** Conducted MCI Copilot for Microsoft 365 training for a prominent multinational conglomerate, equipping participants with practical knowledge and hands-on experience.

MOBILE APPLICATION DEVELOPMENT AND DIGITAL SOLUTIONS PROVIDER

Technical Specialist

Feb 2021 -Aug 2023

- Possess in-depth knowledge of various mobile phone models (iOS and Android), both legacy and latest versions.
- Consistently achieved performance targets in alignment with business requirements.
- Maintained equipment to operational standards, including performing anti-static checks, regular calibration, and installing software upgrades.

RETAIL AND REAL ESTATE DEVELOPMENT COMPANY

IT Assets, IT Support & Consultant

Aug 2016 – Dec 2020

- Monitored software licenses to ensure compliance with licensing agreements and organizational usage standards.
- Coordinated with management in leveraging asset management tools to analyze, review, and track asset data. Provided end-user support by troubleshooting and resolving daily issues, including network connectivity, printers, desktops, laptops, Macintosh systems, servers, peripherals, and LAN.
- Installed, configured, and maintained networking equipment, including cabling within the environment.
- Troubleshot widely used applications such as Cisco VPN, SAP, macOS, Microsoft Office Suite, and Adobe Acrobat Professional.
- Served as IT standby support for board meetings, ensuring seamless technology operations.
- Created shared drives, performed file server backups, and developed training documentation for helpdesk and IT support teams.

INTERNATIONAL TRADE AND LOGISTICS COMPANY

IT Support, Graphic

Nov 2015 – Jul 2016

- Supported and created tasks using graphic design tools, including Adobe Photoshop, Illustrator, Premiere, and Lightroom.
- Resolved recurring network failures by troubleshooting firewalls and LAN/WAN connections across multiple retail store locations.

INTERNATIONAL TRADE AND LOGISTICS COMPANY

IT Support, Graphic

Nov 2015 – Jul 2016

- Analyzed technical requirements and installed, monitored, and maintained servers, end-user workstations, PC hardware/software, and network devices.
- Administered and maintained system servers, dial-in connections, and network security protocols.
- Provided troubleshooting and technical support for networking and system issues in an internet café environment.
- Developed and managed event marketing campaigns to increase customer engagement and retention.
- Delivered timely feedback to customers and management through accurate communication and documentation of system issues and resolutions.
- Interviewed, hired, trained, and supervised technical support representatives, handling escalations and ensuring service quality.
- Consulted with customers to design and implement custom computing solutions tailored to their needs.

SOFTWARE DEVELOPMENT AND IT SOLUTIONS PROVIDER

IT Support and System Support Officer

Feb 2012 – Dec 2013

- Configured and implemented access points and wireless controllers to optimize company network performance.
- Served as Microsoft Exchange Administrator (Webmail), managing email systems and ensuring reliable communication.
- Installed operating systems and applications, and conducted technical training demonstrations for end users.
- Installed and configured IP phone systems using the 3CX platform.

BUSINESS SOLUTIONS AND TECHNOLOGY CONSULTING FIRM

IT Support, Network and Server Administrator

Aug 2009 – Oct 2009

- Installed and managed Domain Controller, File Server, and Print Server.
- Administered Microsoft Exchange Server, including creating user/group mailboxes and configuring security permissions.
- Set up, supported, and maintained servers using Microsoft Windows Server 2008 on VMware.

DIGITAL MARKETING AND IT SOLUTIONS PROVIDER

Supervisor, Computer Technician

Mar 2005 – Apr 2008

- Resolved technical issues for customers, providing support for computers and peripherals.
- Imaged, configured, deployed, maintained, and supported workstations, laptops, printers, Windows Mobile devices, and phones.
- Assisted customers with product inquiries, pricing, availability, and credit terms.
- Designed and implemented custom computing solutions to meet customer needs.

SOFTWARE DEVELOPMENT AND IT CONSULTING FIRM

Computer Technician Support & System Support

Jan 2004 – Feb 2005

- Installed, maintained, and repaired desktop PCs, printers, hardware systems, and wireless networks.
- Delivered advanced on-site and remote support for over 50 end users.

CONNECT WITH US



sales@alfaconnections.com