Weerachai Pornprasit

IT Support Manager

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SUMMARY

IT support manager in freight and logistics, with a team that keeps a 24-hour operation running for the head office and 9 depots. I am the person drivers, dispatchers and accountants call when something stops working, and I know which problems hurt the business most. I now want to move from keeping systems running to helping the business change the way it works.

EXPERIENCE

IT Support Manager *Stonereach Freight Co., Ltd.* Jun 2015 – Present

- Rolled out Microsoft 365 email to 600 staff (IT side).
- Run the help desk and field support for the head office and 9 depots, managing a team of 6 support engineers on a shift roster that covers nights, weekends and public holidays.
- Look after the network, laptops, handheld scanners and label printers used in the depots; cut the average time to close a ticket from 2 days to 6 hours with clear priority rules, a daily ticket review and spare devices at each depot.
- Manage contracts with hardware, internet and maintenance suppliers, plan the yearly replacement of around 120 laptops and handhelds, and keep the IT asset list and backup checks ready for the yearly audit.

EDUCATION

B.Sc. Information Technology, Sripatum University, 2014

LANGUAGES

Thai (native) · English: good

WORK ARRANGEMENT

Able to work at the Bangkok office.

Generated for the DTX AI Buildathon. Not a real person.