

# Piya Chiewcharat

2008 – Present

## **Consulting Manager & General Manager** **Pholsiri Consults & Services LTD**

- Training Instructor – Technical course
  - ITIL Foundation V3 (3 days)
  - ITIL v3 Overview (1 day)
  - ITIL Intermediate
    - Lifecycles (Service Strategy, Service Design, Service Transition, Service Operations )
    - Capabilities (Service Offerings and Agreements)
  - Project Management
    - PMP
    - PRINCE2
    - Applied Project Management
  - Business Continuity Planning (BCP)
  - IT Disaster Recovery Planning (DRP)
  - Data Center Planning & Operations – Cloud Computing
  - IT Risk Management
- Training Instructor – Management course
  - Positive Power and Influencing Program (PPIP) – (2,3 days)
- Web Application Development – ERP
- Disaster Recovery Services – Cloud Services
- IT Outsource Services
- IT/Business Consulting (Business Sector / Government Sector )

Customers: Information and Technology Center Ministry of Finance, Excise Department Ministry of Finance, Network Training Center, AC Infotec, Jastel, True Information Technology, Mentor International, Yip-In-Tsoi, Chanwanich, etc.

2007-2008

## **Consulting Manager** – Trading System Services DST Global Solution (DST International)

- Trading System Implementation & Operations
  - Derivatives Trading system (Index Futures, Index Options for Stock Exchange of Thailand's Brokerage firm)
- Stock Trading System + Internet Trading – Vietnam Market (both HCMC and Hanoi Stock Exchange)

Customers: 26 SET Brokers in Thailand, 3-4 Brokers in Vietnam

1997-2007

## **Technical Manager** – Thailand & Indochina Reuters (Thailand) Ltd.

### Major Roles

- Manage (end-to-end) Information / Transaction Services for Customer in Thailand and Indochina
- Manage group of Technical Account Manager (TAM) and Customer Support Team (CSS Team)
- Manage Outsourcing Partner (HP)
- Manage 24x7 Data Center – 3 locations
- Owner of Customer Relationship Management Program for Thailand and Indochina customer

- Manage Projects launched in Thailand and Indochina

Customer: All Banks in Thailand & Indochina, News Agencies, Major Securities House in Thailand

**Certification:**

- ITIL Foundation – IT Service Management (v2) – 2006
- PRINCE2 Foundation – 2007
- ITIL Foundation V3 – 2008
- Certified Data Center Facilities Operations Manager – 2011
- ITIL Intermediate – Capabilities: Service Offerings and Agreements – 2010
- ITIL V3 Intermediate – Lifecycle: Service Operation – 2010
- ITIL V3 Intermediate – Lifecycle: Service Transition – 2010
- ITIL V3 Intermediate – Lifecycle: Service Design - 2010
- ITIL V3 Intermediate – Lifecycle: Service Strategy – 2010
- ITIL V3 Managing Across the Lifecycle – 2011
- ITIL V3 Expert – 2011
- PPIP Train-the-trainer – 2012

**Background Education:**

- MS Computer and Engineering Management, Assumption University (3.98)
- BEng. Electronics Engineer, Assumption University (2.56)
- Saint Gabriel's College