Jiraporn Phoomali

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Personal Detail

Date of Birth: July 28, 1985
Nationality: Thai
Sex: Female
Race: Thai
Religion: Buddhism

Skill Highlights

- **Language** English: Fair
- **Hardware** Installing, configuring and troubleshooting Laptop PC Network Printer
- **Windows** Installing, configuring and administering
- **Knowledge in** System analyst Database, Object Oriented model, Electronic Commerce Network and configuration on client system ,Oracle, Relational Databases
- **Software** Microsoft office,Microsoft visio ,Abobe illustrator, Macromedia dreamweaver ,Cognos Visualizer, Lotus note , Kasparsky Anti virus,VMWare, SharePoint

Education

- 2009-2011   Master's Degree of Faculty of Economics
Major Finance, Ramkhamhaeng University ,GPA 3.70
- 2004-2007   Bachelor's Digress of Faculty of Engineering
Major Computer Engineering, Kasetsart University Siracha Campus ,GPA 2.35
- 2000-2002   Senior High School certificate (Science-Math)
Bang Pakong Borvornwittayayon School,GPA 3.71

Experience

8 December2021 to Present KDMS Hospital
Positions: Information technology Manager
• Coordinate internal resources and third parties/vendors for the flawless execution of projects.
• Report and escalate to management as needed.
• Manage department's KPIs and ensure alignment with group level KPIs
• Administration, management and continuous improvement of the IT Service Desk, which includes reviewing, auditing and analyzing tickets to ensure users' IT support requirements and service SLAs are met.
 • Responsible for planning and designate project resources, prepare budgets

1 November 2021 to 3 December2021 Principal Healthcare Company
Positions: Senior IT Application Support (RIS,PACS)
• supporting, monitoring and maintaining the Picture Archiving and Communication System (PACS) for all hospitals
• Installing and configuring the PACS that interface with modalities
• Diagnosing and solving hardware / software faults that might be related PACS
• Troubleshooting and analyzing problems including communicate with vendor to resolve the problem
• Managing PACS data central for all hospitals
• Training program for user who use the program such as Radiologists and/or Technologists
• Performing various other IT related tasks as may be assigned.
• Able to work in upcountry as PACS implementation and integration

Experience

1 March 2019 to 31 October 2021 Greenline Synergy Company Limited
Positions: Business Analyst, Application Solution (Arcus Air Project)
- Head of Registration, Medical Recode, Admission, Lab, X-Ray Module
- Requirement Gathering and Analyze the requirement with business user.
- Understand and use requirements management tools or project and defect management tools effectively.
- Discuss, extract, and consolidate all the business processes and concerned functional requirements.
- Review and prepare all functional requirements, including with data, documents user manuals, comprehensively.
- Assess business imperatives and goals, and articulating them as Information Technology needs.
- Participate in new HIS (Hospital information System) application project implementation as functional team
- Gather business and system requirements and consolidate all the requirements.
- Prepare Functional Requirements, User Manuals and Testing Scripts
- Perform unit testing and coordinate with user for UAT

17 June2016 to to 28 Feb 2019 Greenline Synergy
Position: Application Support (B-Connect Implementer)

- Head of PharmacyModule
- Present application workflow, and collect clients' requirement.
- Analyze client's requirement and gap between application and requirements.
- Prepare requirement and specification document, and user manual
- Design new features to develop application to reach standard application and clients' requirements
- Configure data master into client's environment
- Test application and reports base on normal workflow, clients' workflow, requirements, and issues
- Train and users how to use application, and how to configuration.
- Support users, and application during the live period and after live

17 Oct 2011 to to 30 May 2016 Piyavate Hospital Public Company Limited
Position: Operation Support
- Create email account Exchange ,Lotus Notes AD Account
- Experience in create, reset, review, delete and confirm User ID on OS Level/ Application Level.
- Knowledge and experience in the policy and regulatory environment of information security.
  Experience in system and applications security management and control.
- Consult Network Security Solution to customer.
- Investigating and perform root cause analysis.
- Supporting day-to-day ticket, incident, event and change management.

1 Nov 2008 to 14 Oct 2011 Metro Systems Corporation Public Company Limited
Position: : System Engineer Onsite support at Bangkok hospital
- Advise and resolve the problem on Trakcare system which is application that use in Bangkok Hospital for record patient's information. For example, Patient's information on Trakcare System
- Solve a problem about printer such as add printer, set status of printer, install printer's driver, delete documents that remain stuck in server.
- Install all of program and application that use in Bangkok hospital such as MS Office, Adobe Arcobat, Cognos Visualizer, Lotus note, MS .Net Framework, Net inova Appointment remainder System, Kasparsky Antivirus
- Make a Daily report about problem and solution by use Crystal Report Program for export data, after that arrange data in MS Excel by use VLookup Function.
- Create location and add connection in each user's identification. Install and advise about teleconference via Cisco