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# OBJECTIVE:

To find a challenging position where I can fully utilize my experience in project management, implementation planning, technical writing, editing and translating skills to make a significant contribution to the success of my employer

**SUMMARY:**

Ability to apply the skills gained in agile methodology project management, implementation planning, technical writing, editing and translating to work with cross functional teams. Excellent problem solving skills focusing on delivering resolution and result. Outstanding hands on experience in editing, translating, technical writing, implementation planning, and project management. Strong project management, time management skills as well as effectively manage to work under pressure. Ability to think globally and act locally and also customer focused and service driven.

**WORK EXPERIENCE:**

**Freelance Web Content Writer/Translator/Editor**

**(Thai to English, English to Thai)**

***February 2015 - Present***

 Trans-create the company website in English

 Trans-create the system requirement specification for the insurance company

 Translate the annual report for the oil company

 Translate the E-Commerce report (Thai to English)

 Translate the Operations Instruction and Quality Management guidelines for automotive companies

 Translate the scripting videos

 Translate medical documents

 Translate the Health and Safety manuals

 Translate the ERP systems

 Translate the master survey about the insurance

 Edit the Pharmaceutical documents

 Edit the documents relating to cosmetics

**Thomson Reuters**

***April 2011 – January 2015: Implementation Planner (ITIL V3),***

***Eikon Platform, Technology Operations***

**Job Description:**

* Manage the BAU release rollout for software upgrades in LIVE (both Pre-Production and Production) data centers globally. This includes at least 4-5 projects (mainly Eikon Desktop, RTD HMDS, RTD Eikon Mobile, Eikon Library, News and Elektron parts) to be managed at the same time in daily basis.
* Manage the Data Center Operations (DCO) tasks for HMDS components for 400 servers in 7 data centers globally in less than 3 months from scratch to the end (purchasing until the implementation).
* Manage the Eikon Desktop data migration in 5 data centers globally in less than 3 months from scratch to the end (purchasing until the implementation).
* Cooperate with Product Owners, Product Managers, Infrastructure Owners and key stakeholders to ensure that the deployment is met the deadline and does not trigger any service issue.
* Evaluate risk and manage the implementation plan according to the risk assessment.
* Coordinate with Development, Quality assurance, and Infrastructure Service team in each business unit regularly. Also, be in liaison with Release management, Change Management team to ensure the operational requirements are met and tested in Pre-production environments ahead of production upgrades.
* Cooperate with Support staff (1st, 2nd and 3rd levels) to ensure technical activity is performed to high quality levels and consistent across work shifts and locations***.***
* Provide technical oversight and activities planning for all releases so that they meet the operational requirements including reliability, operability, 24x7 operation and automation, both during installation and on-going BAU operation.
* Host the meeting by tele-conferencing with team who are located in different timezones in daily basis to sync up all the implementation activities.
* Host the weekly meeting with support team to go through weekend plan activities.
* Practice and comply with all ITIL processes and meeting agreed metrics and also participate in defining and understanding SLA and Operational Level Agreements with internal and external parties.
* Agile Methodology application
* Proven records of working effectively/building the trusting relationships with key stakeholders globally

**Thomson Reuters**

***May 2006 – April 2011: Senior Technical Writer, Technology Development***

**Job Description:**

* Write the DCHS (Data Center Hardware Specification Guide) for each component.
* Write the Installation guides, Administration guides, Application Statistics, Configuration guides, Release notes and Work Instructions for each software upgrade in different data centers (both Pre-Production and Production)
* Regularly have a meeting with Development team and Quality Assurance team for the documentation perspective for each release cycle.
* Define the standard formats for the related parties to use.
* Set standards for the naming convention used for each package name and also write the standard document for the developers to follow.
* Identify, assess and manage risks for each software upgrade.
* Co-ordinate the release of the components to all parties involved so that the final solution is delivered in line with the Platform Roadmap.
* Plan and prioritize workload and demand to ensure alignment with business objectives.
* Host the formal meeting in weekly basis with Operations team/3rd Level Support team/Development team/Quality Assurance team for the walk-through of each weekend plan activity.
* Be the English instructor for team by arranging the weekly session with team member for the English class.

**Freelance Translator/Editor (Thai to English, English to Thai)**

***May 2003 - April 2006***

* Translate documents for press releases, press conferences
* Translate and edit workshop manuals, owner’s manuals, service manuals, training module for automotive industry
* Translate and edit user guides for mobile phone
* Translate documents for electrical appliances
* Translate Health and Safety manuals
* Translate annual report

**References:**

* Chevron
* Toyota Motor Thailand Co., Ltd
* CISCO Systems
* Mercedes Benz
* Mitsubishi Motors
* Volvo
* Microsoft
* SAMART I Mobile
* Norton Antivirus
* Daikin Industries (Thailand) Ltd.
* Matsushita Seiko Co., Ltd
* Matsushita Electric Industrial Co., Ltd
* TOYO Machinery & Metal Co.; Ltd
* Transocean
* Siam Gypsum
* Google

**SDL International (Thailand) Co., Ltd.**

***April 2000 - April 2003: Translator/Editor***

**Job Description:**

* Translate and edit user guides
* Translate and edit the **Oracle** Application programs

**References:**

* Oracle
* Nokia
* HP
* Kodak
* Compaq
* Dell/Sharp

**STAR Translation & Software (Thailand) Co., Ltd.**

***September 1997 – April 2000: Translation Specialist***

**Job Description:**

* Translate user manuals, service manuals, training module for automotive industries
* Translate the **SAP** Application

**References:**

* SAP
* BMW
* Mercedes Benz
* Daimler Chrysler
* Honda
* Volvo

**Orientours Company Limited**

***April 1996- April 1997: Reservation Officer***

**Job Description:**

* Coordinate with airlines and agencies for the ticket reservation
* Reserve rooms and tourist attractions for both in-bound and out-bound foreign customers

**CERTIFICATES:**

* 7-Habit for Highly Effective People (English certificate)
* ITIL V3
* Presentation skill
* Negotiation skill

**PART-TIME EXPERIENCE:**

* English Instructor at Thomson Reuters (for courses such as Email writing, Email etiquette, Pronunciation, and Email Communication). This is the volunteer job to the staff in Bangkok site.
* English Instructor for Time Series team member once working as the Senior technical writer.
* English Instructor at Silpakorn University
* English and Mathematics instructor for primary, secondary, high school and college students

**EDUCATION:**

# Chulalongkorn University, Phayathai, Bangkok (1992-1995)

# BA in Faculty of Arts, Major in English, Minor in Mandarin

**LANGUAGE:**

**Speaking/Writing/Reading/Communication:**

* Excellent command in English and Thai
* Fair command in Mandarin
* Fair command in German

**COMPUTER SKILLS:**

* MS Office: Excel, Word, Powerpoint
* Microsoft Sharepoint
* Google application