

SATHAPORN JUNLA

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Location: Bangkok, Thailand
Target Roles: System Engineer
Cloud Engineer



Introduce

I have **5 years** of experience in **IT infrastructure**. I can manage **VM, Windows, and Linux** servers, as well as networks including **WLC, core switches, Access Points, and Firewalls**. I also work with **AWS** cloud systems, handle asset inventories, renew MA and licenses, and prepare **SOP** documents for **IT audits**.

Proficient in managing **AWS** cloud environments, including **IAM** configuration, compute management, storage allocation, and implementing Auto Scaling and Load Balancing. Experienced in infrastructure automation using **Terraform (IaC)**, working with **Linux** fundamentals, and managing containerized applications with **Docker**.

Technical & Skills

Infra & Network: Server (Windows, Linux), Network (Cisco, Fortinet), Cloud (AWS)
Tools: VMware, AWS, Cisco (ISE, WLC), Sophos, PRTG, Microsoft 365, Azure, Zscaler, Docker, Terraform
Languages: English - Middle Intermediate Level (B1-2)

Experience***Infrastructure Engineer at Olympus (Thailand) | May 2023 - Mar 2026 | Hybrid***

- Managed and maintained core enterprise IT infrastructure and network environments under APAC IT policies.
- Successfully implemented a cloud-based User Registration System, deploying the web application on **AWS EC2** instances.
- Coordinated and drove infrastructure development projects in collaboration with vendors and regional **APAC / Global IT** teams.
- Utilized **ServiceNow** to manage incidents and service requests, consistently meeting strict **ITIL** and **SLA** targets.
- Enforced global **IT security** policies and managed internal security communication and audits for local end-users.
- Led and oversaw IT Audit readiness and compliance for the local IT department, serving as the primary point of contact.
- Prepared and provided comprehensive documentation for Internal Auditors, developed IT Standard Operating Procedures (**SOPs**), and managed the IT Change Request process.
- **Achievement:** Successfully migrated legacy file storage from local Share Drives to SharePoint with zero operational downtime.
- **Achievement:** Streamlined the HR operating system and booking system on cloud, and completed full-lifecycle replacements of servers and network devices as requested by the APAC team.

IT Infrastructure at Hino Motors Sales (Thailand) | Mar 2022 - May 2023 | On-Site

- Administered Windows and Linux server environments, including configuring and provisioning **Virtual Machines (VMs)** on **VMware** based on developer requests.
- Monitored infrastructure performance, managed resource allocation, and executed routine software and security patch updates.
- Designed and implemented local network infrastructure, including configuring firewalls in alignment with corporate security frameworks.
- Supervised local vendors and controlled operational tasks to ensure project delivery aligned with business requirements.
- Conducted internal IT audits to ensure strict compliance with **ISO 27001** and ISO 14001 standards.
- Provided Tier 1/2 IT Support and troubleshooting to resolve complex technical issues for end-users.
- **Achievement:** Led the network modernization project by replacing outdated **Access Points (APs)** across 3 major Hino sites, significantly improving wireless stability.

IT Support Engineer at Adecco | Jun 2019 - Mar 2022 | On-Site

- Provided comprehensive IT technical support and troubleshooting solutions to maintain high end-user productivity.
- Monitored data backup processes, system performance, and network uptime to prevent operational disruptions.
- Collaborated with the Global IT team to escalate and resolve complex technical issues outside local scope.

IT Staff at Siam Furukawa (Saraburi) | Mar 2015 - May 2019 | On-Site

- Delivered multi-tier technical support for hardware, software, and enterprise network infrastructure.
- Administered Active Directory (AD) servers, DHCP services, and core network configurations (routers, switches, APs).
- Performed preventive maintenance and diagnostic testing on critical computing equipment and PLC systems.
- Supported and resolved technical incidents for ERP systems (SAP) and engineered internal web-based applications to optimize operations.

Education

Bachelor's degree, School of Information Technology

Sripatum University | 2019 - 2021 | GPA 3.63

High Vocational Certificate, Information Technology

Thaluang Technical College | 2012 - 2014 | GPA 3.45

Training & Certificate

AWS Technical Essentials (Certificate)

AWS Architecting on AWS (Certificate)

ITIL

AWS Cloud Practitioner

AWS Solutions Architect Associate