

**Akhom LOUANGPRADITH**  
**Freelance IT/Desktop Support Engineer**



Date of Birth: 11/11/1991

**Contact Information:**

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Vientiane Capital, Laos

**Summary:**

Freelance IT/Desktop Support Engineer with over 8 years of experience in IT and engineering, offering expertise in systems engineering, network optimization, and IT project management. Skilled in troubleshooting, technical support, and IT service delivery.

**Personal Skills:**

Teamwork  
Hard-working  
Disciplined worker  
Ambitious  
Quick learner

**Languages:**

English  
Thai  
Lao

**Experience:**

**IT Security and Infrastructure Manager**, Krungsri Leasing Laos, November 2023 – Present

Manage and supervise all IT security and infrastructure tasks, ensuring security, stability, and compliance with Group IT policies and BOL IT policies. Coordinate with HQ Group IT and relevant groups, liaising with vendors for core banking systems and other IT systems. Ensure the completeness of all IT-related implementations and resolve applications' problems/issues.

**IT Business Manager**, FaCNS, Sep 2021 - October 2023

Managed IT projects, aligned with business objectives.  
Designed, executed, and evaluated IT projects delivering value to customers.  
Managed IT budget and resources, ensuring optimization and security of IT services and systems.

**Systems Engineer**, Auto Technologies, Aug 2020 - Aug 2021

Developed and implemented systems solutions to meet business requirements.  
Designed and deployed scalable and efficient systems architectures.  
Collaborated with cross-functional teams to ensure seamless systems integration.  
Managed GPS, Call Center, and Management Systems for over 700 staff members.

**Senior Network Engineer**, FaCNS, Feb 2020 - Jul 2020

Installed, configured, and troubleshoot servers and workstations for various applications  
Optimized application performance and reliability by implementing effective solutions.

**RF Optimization Engineer**, MASTERCOM Communication Network, Jan 2019 - Jan 2020

Analyzed and optimized radio frequency (RF) networks for maximum coverage, capacity, and quality.  
Conducted site surveys, implemented network upgrades, and performed troubleshooting to ensure optimal network performance. Collaborated with cross-functional teams to design and deploy RF networks for new sites and projects. Utilized tools such as TEMS and Huawei GenexCloud to monitor and review radio network KPIs.

**IT Management**, RATCH-LAO Services Company Limited, May 2015 - Dec 2018

Managed and maintained IT systems and network infrastructure for NAM NGUM 2 Hydropower Plant.  
Supervised and trained IT staff, ensuring effective IT operations and maintenance. Coordinated with external vendors and contractors for IT projects and services. Ensured compliance with IT security policies and procedures, implementing measures to prevent cyber threats and data breaches.

**Skills:**

IT project management.

IT budget planning and utilization.

Network optimization (TP-Link, Fortinet, Cisco).

Operating Systems (Microsoft Windows, macOS).

System administration (VMware ESXi, Linux, Windows Server).

Cybersecurity (threat analysis, vulnerability assessment, penetration testing).

Cloud infrastructure and computing (Digital Ocean, Google Cloud, AWS, Azure).

PHP, SQL Design and optimization (with a focus on continuous improvement and enhancement).

Apache, Nginx (installation, configuration, and management).

Reverse proxy server (Configuring and managing reverse proxy servers for load balancing, security, and caching).

Implementing reverse proxy solutions for web applications and APIs).

Strong understanding of Bank of Laos requirements in terms of IT systems.

Data analytics (data visualization, statistical analysis, data mining).

Solar energy and Battery System design and implementation.

**Education:**

Bachelor of Engineering in Information Technology, National University of Laos, 2014.

Bachelor of Arts in English, ThipValy College, 2015.

Cisco Certified Network Associate, National University of Laos, 2013-2015.