SUKRIT GONZALEZ

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PROFESSIONAL SUMMARY

- **20+ Years Experience:** Senior IT Project Manager & System Specialist orchestrating the full Software Development Life Cycle (SDLC), complex software integrations, and infrastructure initiatives across the Banking, Insurance, Retail, Healthcare, and Telecommunications sectors.
- **Technical Authority:** Expert in Agile (Scrum/Kanban) and Waterfall methodologies, supported by a hands-on background in System Administration, IT hardware/software support, and specialized Banking Systems (Tandem Base24, ATM/POS networks).
- **Strategic Leadership:** Highly accountable professional with a proven track record of bridging the gap between technical teams and business stakeholders to deliver high-quality solutions on time and within budget.
- **Global & Local Expertise:** U.S.-based professional holding a recent Associate of Applied Science in IT (January 2026), leveraging two decades of international management experience and operational excellence alongside modern U.S. technical standards.

COMPETENCIES AND TECHNICAL SKILLS

Project Management & Leadership
- **Methodologies:** Agile, Scrum, Kanban, Waterfall, PMBOK, CPM (Critical Path Method).
- **Tools:** MS Project, Jira, Confluence, Trello, Excel (Intermediate).
- **Key Skills:** Stakeholder Management, Risk Mitigation, Resource Allocation, Budgeting, Vendor Management, SLA Monitoring, User Story Mapping.

Banking & Financial Technology (FinTech)
- **Core Banking:** Tandem Base24, ATM/CDM/RCM Network Management.
- **Transaction Processing:** Transaction Log Files (TLF), EMS Logs Analysis, ISO 8583 (implied via Base24).
- **Compliance & Security:** PCI-DSS Standards, File Integrity Monitoring (FIM), Digital Signature Implementation (e-Tax/e-Policy).

Technical Infrastructure
- **Networking:** CCNA knowledge, TCP/IP, OSI Model, Switching & Routing, DNS, DHCP, VPN, Firewall Configuration.
- **Server Administration:** Windows Server (Active Directory, Group Policy), Linux (CentOS, RedHat), HP NonStop Server.
- **Cloud & DevOps:** Exposure to IaaS/PaaS/SaaS, Docker, Kubernetes, Git, CI/CD concepts.
- **Database & Data:** SQL, MySQL, PostgreSQL, ETL processes.

Development Knowledge
- **Languages (Read/Understand):** HTML5, CSS, JS, PHP, Python, Java, C#, VB.NET.
- **Web Technologies:** Front-end/Back-end architecture, API Integrations, Web Servers.

PROFESSIONAL EXPERIENCE : MANAGEMENT & STRATEGY

Professional Development / Education | *(June 2023 – Present)*
- Relocated to the United States to pursue advanced education and professional development.
- Currently completing an Associate of Applied Science in Information Technology to upgrade technical capabilities and prepare for future career growth in the US market.

Protonics Company Limited. | Project Manager | *(November 2021 – April 2023) Focus: Agile Leadership & Backlog Management*

Responsibilities:
- **Backlog Strategy:** Partnered with Product Owners to groom and prioritize the backlog, ensuring alignment with business goals.
- **Requirements Gathering:** Guided development teams in defining user stories and drafting technical blueprints.
- **Product Demos:** Facilitated sprint reviews to demonstrate delivered functionality to stakeholders.

- **Planning: Formulated** comprehensive work plans and **sequenced** critical path activities.
- **Monitoring: Oversaw** project milestones and adjusted schedules to ensure on-time delivery.
- **Problem Solving: Liaised** with internal experts and external consultants to troubleshoot and remove impediments.
- **Stakeholder Relations: Cultivated** strong partnerships with clients and third-party vendors.
- **Reporting:** Authored detailed status reports and **flagged** risks to senior leadership.
- **Agile Governance: Orchestrated** daily Scrum stand-ups and Kanban ceremonies.

Fujifilm Business Innovation Co., Ltd. | **Project Manager** | *(June 2021 – December 2021) Focus: Execution & Compliance*

Responsibilities:
- **Execution Strategy: Devised** detailed execution roadmaps and determined task dependencies.
- **Schedule Management: Audited** progress against the baseline schedule and implemented corrective actions when necessary.
- **Issue Resolution: Mitigated** technical constraints by leveraging both in-house and external resources.
- **Client Engagement: Nurtured** ongoing relationships with key stakeholders and external partners.
- **Performance Tracking: Assessed** project KPIs using industry-standard tools and techniques.
- **Documentation: Standardized** forms and records to guarantee audit-ready project documentation.
- **Communication: Disseminated** progress updates and escalated critical roadblocks to executive management.

Buzzebees Co., Ltd. | **Project Manager** | *(October 2020 – February 2021) Focus: Resource Coordination*

Responsibilities:
- **Planning: Structured** the project lifecycle and defined the sequence of required deliverables.
- **Tracking: Supervised** timeline adherence and revised projections based on real-time data.
- **Conflict Resolution: Collaborated** with consultants to address and resolve emerging project issues.
- **Vendor Management: Sustained** productive workflows with clients and third-party suppliers.
- **Metrics: Evaluated** performance metrics to ensure quality standards were met.
- **Record Keeping: Enforced** documentation protocols for comprehensive project archiving.
- **Reporting: Briefed** senior stakeholders on project health and escalated urgent matters.

True E Logistics Co., Ltd. | **Product Owner** | *(February 2020 – May 2020) Focus: Product Definition & Scope*

Responsibilities:
- **Backlog Ownership: Curated** and managed the full product backlog.
- **Blueprint Creation: Collaborated** with the technical team to translate business needs into user stories and system blueprints.
- **Delivery: Coordinated** the release schedule and product demonstration events.
- **Planning: Mapped out** detailed activity sequences to ensure project readiness.
- **Adaptation: Modified** schedules dynamically to accommodate changing requirements.
- **Consultation: Engaged** with consultants to solve complex integration issues.
- **Stakeholder Management: Fostered** trust and transparency with clients and external parties.
- **Performance: Quantified** team output and project success using analytical tools.
- **Documentation: Maintained** rigorous records to support the comprehensive project library.
- **Escalation: Identified** and reported deviations from the plan to senior leadership.

Ayudhya Capital Services Co., Ltd. | **Project Manager** | *(May 2019 – October 2019)*

Key Projects Delivered:
- **TFS Rebranding Project: Spearheaded** the rebranding initiative for Tesco Money Services. Managed the migration from TCS to TMS, involving the reconfiguration of IP addresses, email domains, URLs, and logo integration across the IT ecosystem.
- **Discount Deviation Project: Directed** the implementation of an OTP (One-Time Password) verification system, enabling sales agents to securely request budget approvals for price exceptions.

Responsibilities:
- **Portfolio Management: Governed** all projects within the Insurance Operations Domain.
- **Scope Definition: Partnered** with the Product Owner to refine backlog items.

- **Blueprint Development: Steered** the creation of user stories and architectural blueprints.
- **Planning: Drafted** intricate work plans and activity sequences.
- **Tracking: Monitored** velocity and adjusted the project trajectory as needed.
- **Collaboration: Teamed up** with consultants to resolve technical bottlenecks.
- **Relations: Built** rapport with clients, stakeholders, and vendors.
- **Analysis: Analyzed** system performance using specialized tools.
- **Documentation: Generated** comprehensive records for project closure.
- **Ceremonies: Facilitated** Scrum and Kanban meetings to ensure team alignment.

Polymorph Co., Ltd. | **Project Manager** | *(January 2019 – April 2019)*

Key Projects Delivered:

- **AirPay CRM Project: Deployed** an Omni-channel Customer Relationship Management (CRM) system for the AirPay Call Center to centralize customer data and optimize service interactions.

Responsibilities:

- **Planning: Engineered** detailed project schedules and defined activity logic.
- **Progress: Tracked** milestones and recalibrated the schedule to minimize delays.
- **Consultation: Consulted** with external experts to address project-specific challenges.
- **Engagement: Upheld** professional relationships with all project constituents.
- **Measurement: Gauged** performance efficiency using established metrics.
- **Reporting: Compiled** executive summaries and escalated priority issues.

Stream IT Consulting Ltd. | **Project Manager** | *(June 2018 – November 2018)*

Key Projects Delivered:

- **SCBLIFE ePolicy Project: Implemented** Digital Signature integration within the "Tax One" application. **Ensured** OIC regulatory compliance for e-policy generation, reducing paper costs and increasing accuracy.
- **DTAC eTAX Project: Oversaw** the e-Receive system implementation using Digital Signatures. **Managed** third-party integrations for secure file storage and correct formatting, streamlining the tax receipt process.

Responsibilities:

- **Dual Project Management: Led** both the SCBLIFE ePolicy and DTAC eTAX initiatives simultaneously.
- **Scheduling: Constructed** robust work plans detailing every required activity.
- **Monitoring: Scrutinized** project timelines and implemented revisions as required.
- **Problem Solving: Addressed** technical and logistical issues alongside consultants.
- **Stakeholder Mgmt: Maintained** open lines of communication with clients and vendors.
- **Reporting: Delivered** progress reports and highlighted critical risks to management.

DataOne Asia Co., Ltd. | **Project Manager** | *(January 2017 – May 2018) Focus: Banking Infrastructure & Fraud Prevention*

Key Projects Delivered:

- **Machine Monitoring (MMM): Commissioned** tools to monitor Transaction Log Files (TLF) and Event Logs on the Tandem Base24 System. **Automated** issue escalation for ATMs and Cash Deposit Machines to meet Service Level Agreements (SLA).
- **Cash Control (CCM): Instituted** monitoring for cash control activities via Tandem Base24, improving incident search efficiency and SLA tracking.
- **Recycle (RCM) & Deposit (CDM) Mgmt: Centralized** ATM data and problem history on the Base24 System. **Automated** event monitoring to accelerate problem resolution.
- **File Integrity Monitoring (FIM): Enforced** security monitoring for critical file changes on HP NonStop Servers to prevent malicious modifications, ensuring **PCI-DSS** compliance.
- **LRM Project: Administered** the utility payment processing upgrade for Cash Deposit Machines (water, electric, housing fees).

Responsibilities:

- **Multi-Project Oversight: Managed** the full lifecycle for MMM, CCM, FIM, LRM, and RCM projects.
- **Planning: Designed** step-by-step project roadmaps.

- **Tracking: Reviewed** progress regularly to ensure adherence to the timeline.
- **Collaboration: Worked jointly** with consultants to solve complex infrastructure issues.
- **Documentation: Produced** detailed project artifacts and records.
- **Reporting: Communicated** status and escalated technical blockers to the client.

BizPotential Co., Ltd. | **Project Manager** | *(July 2015 – November 2016)*

Key Projects Delivered:
- **FITNESS LAUNDRY: Implemented** an RFID tracking solution for "Fitness First" to manage member laundry logistics.
- **SYNDA POS: Rolled out** a Point of Sale system for inventory control and sales management.
- **CPD COOP: Developed** a consolidated dashboard for the Agricultural Cooperative of Thailand to aid executive decision-making.
- **TREASURY LAND: Delivered** a computer trading and information system for State Property expansion.

Responsibilities:
- **Client Coordination: Interfaced** with clients to ensure terms and conditions were met.
- **Scoping: Defined** project boundaries and objectives with senior leadership.
- **Execution: Directed** project rollout and allocated internal resources efficiently.
- **Feasibility: Assessed** technical feasibility and aligned stakeholders on objectives.
- **Communication: Established** a communication cadence to keep all parties informed.
- **Change Management: Handled** scope creep and schedule adjustments based on technical constraints.
- **Quality Assurance: Guaranteed** deliverables were met on time, within budget, and to quality standards.

Bangkok Medical Software Co., Ltd. | **Customer Care & Maintenance Service Manager** | *(August 2014 – January 2015)*

Key Projects Delivered:
- **Cheangkham Hospital Drug Warehouse: Digitized** drug inventory control using the HosXP application, reducing overhead.
- **Mahachai Hospital Cluster: Configured** a High-Availability Cluster Server environment for load balancing.

Responsibilities:
- **Service Leadership: Headed** the after-sales service division.
- **Team Management: Supervised** 15 staff members across Call Center and Maintenance units.
- **Strategy: Formulated** service plans to enhance customer satisfaction.
- **Sales Support: Conducted** site research to identify upsell opportunities and **demonstrated** software capabilities to prospective clients.

EARLY CAREER : TECHNICAL & OPERATIONS

Systra MVA Ltd. | **System Support Officer** | *(November 2010 – July 2013)*

Responsibilities:
- **Governance: Drafted** and implemented IT policies.
- **Infrastructure: Architected** and maintained the corporate network and systems.
- **Security: Configured** firewall rules and managed password security protocols.
- **Regional Support: Acted as liaison** for subsidiaries in Hong Kong and Singapore.
- **Vendor Relations: Negotiated** and coordinated with ISPs and hardware suppliers.
- **User Support: Assisted** local users and visiting foreign colleagues with technical issues.

Nan Yang Textile Co., Ltd | **Assistant Administrator of System Security** | *(November 2009 – February 2010)*

Responsibilities:
- **Endpoint Protection: Administered** anti-virus servers (Kaspersky, ESET, Sophos) for client machines.
- **Hardening: Secured** network and system configurations against vulnerabilities.
- **Team Lead: Organized** daily tasks for the IT Support Team.
- **Mapping: Created** network topology diagrams for headquarters and branches.

- **Policy Analysis: Evaluated** and modeled IT security policies.

ACER Computer Co., Ltd. | **Field Engineer & Technical Support** | *(January 2005 – March 2009)*

Responsibilities:
- **Troubleshooting: Resolved** hardware and software incidents for external clients.
- **Deployment: Installed** and configured Windows environments.
- **Networking: Maintained** LAN infrastructure, cabling, and IP management.
- **Server Ops: Built** and managed NAPP Servers.
- **Data Services: Retrieved** and restored critical user data.
- **Case Management: Owned** technical cases from initiation to final resolution.

IBM Co., Ltd. (IBMSD) | **Onsite Support and Helpdesk** | *(July 2003 – November 2004)*

Responsibilities:
- **Advisory: Provided** technical guidance to customers via telephone.
- **Monitoring: Surveilled** the ATM network for connectivity issues.
- **Coordination: Managed** cross-border IT issues between Thailand and Singapore Helpdesks.
- **24/7 Ops: Delivered** round-the-clock support for critical systems.

SVOA Co., Ltd. | **Onsite Service Engineer** | *(September 2001 – March 2003)*

Responsibilities:
- **Repair: Fixed** and maintained desktops, laptops, and peripheral devices (Scanners, Monitors).
- **Maintenance: Serviced** Dot Matrix and Laser printers.
- **Configuration: Set up** Windows operating systems and software.
- **Recovery: Executed** data recovery procedures.
- **Travel: Supported** remote company sites in Bangkok and provincial regions.

Mahidol University | **Administrator (Epidemiology Department)** | *(February 1999 – January 2001)*

Responsibilities:
- **Maintenance: Repaired** departmental computer hardware.
- **Installation: Deployed** Windows software and recovered corrupted systems.
- **Networking: Provisioned** the department's first network, migrating from standalone units.
- **Web: Served** as Webmaster for the department's intranet/internet sites.
- **Admin: Documented** IT issues and generated usage reports.

EDUCATION

Associate of Applied Science: Information Technology *Columbia College Graduated: January 2026*
Bachelor of Science: Computer Science *Dhonburi Rajabhat University Graduated: April 2000*
Diploma of Science: Computer Programming *Dhonburi Rajabhat University Graduated: May 1997*

CERTIFICATIONS & TRAINING

Leadership & Management
- **Planning and Priority Setting** | *University of the Thai Chamber of Commerce (2017)*
- **Coaching and Mentoring for Executives** | *Panyapiwat Institute of Management (2017)*
- **Accounting for Non-Accountants** | *University of the Thai Chamber of Commerce (2017)*

Technical Certifications
- **Cisco Certified Network Associate (CCNA)** | *Software Park*
- **Micro Computer Maintenance & Visual Basic** | *Ministry of Labour & Chulalongkorn University*