



JIRAWA KAEWKLOM

IT Helpdesk - Web Development



[Portfolio](#)



github.com/JirawatKaewklom



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SUMMARY

IT Professional experienced in

IT Operations, System monitoring, Big Data Troubleshooting and Webapp development.

Enterprise tools

Mainframe, Control-M, AS400, Oracle, TANDEM

Framework

Node.js, React, VS Code, GitHub, SSMS, SQL Bootstrap, Claude, GPT, Codex, Xampp, Canva

EDUCATION

Bachelor of computer science

RMUTP

2021 - 2025

GPAX : 2.94

SKILLS

- IT Operations & Apps support
- Batch Job Monitoring
- Control-M & Job Scheduling
- Mainframe / AS400 / Tandem
- Software Testing
- Web Application Development
- HTML / CSS / JavaScript
- SQL & Database
- REST API & JSON
- Git / GitHub
- Troubleshooting & Problem Solving

LANGUAGE

- English (CEFR : A2)
- Thai (native)

EXPERIENCE

IT Operation Test Engineer

Aug 2025 - Aug 2026

Kyndryl (Thailand) Co., Ltd. (Based at KBTG)

- **Monitor and validate critical banking** batch jobs using **Control-M** across 3 Environments (CTE1, CTE2, CTE3) on **Mainframe / LPM AS400 / Tandem**.
- Perform job control operations including Hold, Free, Run, Rerun, Kill and **resolve batch job failures to ensure daily and adhoc processing**.
- Monitor **Cardlink** processing and verify transaction and settlement operations.
- Manage and monitor **File Transfer** between systems and validate file completeness and integrity.
- Collaborate with application and infrastructure teams to **Troubleshoot Incidents**, identify root causes, and resolve operational issues.
- **Monitor SLA and provide operational status** updates, reporting, and escalation for critical issues.

IT Support Specialist

Mar 2025 - May 2025

Siam Network Co., Ltd. (Based at Government Complex, Building C)

- Managed **Microsoft Teams**, including virtual meeting rooms, conference setup, and webinar support.
- Performed **Hardware Deployment** and configuration of PCs, notebooks, printers, and peripheral devices.
- Provided **Onsite / Remote IT Support** and troubleshooting for users and workplace IT issues.
- Maintained **IT Inventory and Asset Records** and supported equipment management.

Full-Stack Development (Internship)

Jun 2021 - Oct 2021

EGAT (Electricity Generating Authority of Thailand)

- Developed an internal **Search System (Directory & Order Search)** using **PHP, JavaScript, HTML, CSS, jQuery**.
- Designed and managed databases using **Microsoft SQL Server Studio (SSMS)** and optimized SQL queries for efficient data retrieval.