

ServiceNow Director Candidate #6

Current Role

****Director, Enterprise AI and Data – Technology Consulting****
Apex Advisory Group (Professional Services)
Bangkok, Bangkok City, Thailand

Profile Overview

Director-level technology consultant with deep expertise in Enterprise AI, Data, and ServiceNow platform. Holds PhD and has published research in energy sector digital transformation and Industry 4.0. Certified in ServiceNow fundamentals and scripting, with extensive project experience in CRM, workflow automation, and digital transformation across multiple industries and geographies including Australia, Indonesia, and China.

Experience History

Apex Advisory Group – Director, Enterprise AI and Data (Current)

- Leading Enterprise Data, Generative AI, Agentic AI, and AI strategy for clients
- Technology consulting across multiple industries
- Bangkok, Bangkok City, Thailand

Previous Roles (details partially restricted)

- Held positions at major technology and consulting firms (2013–2022)
- Project leadership across energy, manufacturing, banking, and insurance sectors
- Worked in Australia, Indonesia, China, and Thailand

Key Projects

AI-Enabled S-Curve Optimization for Energy Trading and Mining Supply Chain (Jan 2022 – Apr 2023)

- Lead Data Engineer implementing AI solution for energy trading and mining supply chain optimization in Australia

Digital Transformation through Low-Code Platform (Jan 2021 – Dec 2021)

- Developer Lead leveraging Low-Code platform to develop 20+ applications
- Delivered speed-to-market products and team upskilling

WEF Lighthouse Program Preparation – Indonesia & Australia (Jan 2020 – Dec 2020)

- Co-leader for World Economic Forum Shaping the Future of Advanced Manufacturing program

Digital Transformation Diagnostic – Power Plant, China (Oct 2019 – Dec 2019)

- Technology Transformation Manager conducting technology readiness assessment

CRM and Multi-Channel Communication – Automobile Company (Jan 2019 – Sep 2019)

- System Consultant implementing CRM system and optimizing notification channels

Bank Reconciliation Process Optimization – Insurance Company (Sep 2018 – Jan 2019)

- Consultant advising on process optimization

ServiceNow Workflow Transformation (Aug 2017 – Mar 2018)

- Key team member transforming RFS process into self-service automation system using ServiceNow

ServiceNow SCCD Implementation – 4 Projects (Mar 2015 – Feb 2018)

- Project Leader spearheading ServiceNow SmartCloud Control Desk implementations for retail, food, and banking businesses

Education

- PhD (Subject redacted for anonymity)
- Chulalongkorn University

Certifications

- Scripting in ServiceNow Fundamentals – ServiceNow (Dec 2017)
- ServiceNow Fundamentals – ServiceNow (Nov 2017)

- Enterprise Service Management Certified Advanced Deployment Professional – Service Management (Mar 2016)
- Enterprise Service Management Certified Deployment Professional – SmartCloud Control Desk V7.5 (Mar 2016)
- Enterprise Service Management Certified Associate – SmartCloud Control Desk V7.5 (Jul 2015)
- ITIL Foundation – EXIN (Aug 2014)
- Cybersecurity for Industrial Control Systems – US DHS (Jun 2014)
- IoT – Maximo Asset Management – Enterprise Asset Management Platform (Mar 2018)

Publications

- "Work-Integrated Learning Gamification Design Framework" – IEEE (Jun 2023)
- "Implications of Triple Transformation on ESG in the Energy Sector" – Energies/MDPI (Feb 2023)
- "Impact Factors of Industry 4.0 on ESG in the Energy Sector" – Sustainability/MDPI (Jul 2022)
- "Application of ITIL to Cloud Service Provision" – National Conference (Jul 2015)

Skills

ServiceNow Platform, Enterprise AI, Generative AI, Agentic AI, Data Strategy, Low-Code Development, CRM Implementation, Digital Transformation, Energy Sector, Manufacturing, Banking

Why This Candidate Qualifies

- ****ServiceNow Expertise:**** Certified in ServiceNow fundamentals and scripting; led multiple ServiceNow SCCD implementations
- ****Regional Exposure:**** Project experience across Australia, Indonesia, China, and Thailand
- ****AI & Data Leadership:**** Director-level role leading Enterprise AI and Data strategy
- ****PhD & Publications:**** Published researcher in digital transformation and Industry 4.0
- ****Industry breadth:**** Experience across energy, manufacturing, banking, insurance, and retail
- ****Technology Consulting:**** Deep background in enterprise technology consulting at major firms