**TITHVORLAK MOK**

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**PROGRAMMING PROJECTS**

* Netflix Database Management (school project): Used SQL programming language, gathered requirements, designed the database schema, performed normalizations, performed data management, performed ad hoc queries to support business decisions.
* Data Analyses with R: Performed data analyses and built predictive models using R language.
* Data Analyses with SQL Server 2016 R Services: Performed data analyses and built predictive models using SQL Server 2016 R Services by setting up connection string and using compute contexts with the ability to call the R scripts for application via stored procedures in SQL Server. Used the machine learning to train the historical data and provided the predictive models to support the business decision.

**SKILL SUMMARY AND CERTIFICATES**

* Master Course in Tableau 10 and 2018 for Business Intelligence (Certified)
* Python (Certified)
* Amazon Web Service (Certified)
* HTML & CSS (Certified)
* Java Script (Certified)
* Ruby (Certified)
* Master Microsoft Excel Macros and Excel VBA (Certified)
* Strong communication skills and ability to work well with teams/others
* Strong problem solving, self-motivated, time management skills

**COURSES**

**Ada’s Jump Start - Ada Developers Academy:** Learned Ruby fundamentals and completed all assignments related to Comments, Data types, Mathematical operators, Keyboard input, String, Relational operators, Logical operators, Conditionals, Iterators, Arrays, and Hashes. Learned about Social Justice, Learning Styles, and Problem Solving.

**HTML, CSS, Java script, Ruby - Udemy.com:** Learned the fundamentals in HTLM, CSS and Java Script and learned how to create websites.

**PROFESSIONAL EXPERIENCE**

**Genoa Healthcare, Renton, WA** 05/2019-Present

***IT Business Analyst***

* Work with internal and external representatives to document the following, for new products and product enhancements.
* Work with Business workflow and process diagrams, Business use cases, Business requirements, Business, impacts or impact/gap analyses
* Work with systems analysts to help create detailed business requirements and solutions
* Serve as the Asset Builder subject matter expert to provide clarification and prioritization to analysts and developers during the development process.
* Participate in product rollout, pilots, and beta testing

**MacDonald Miller Facilities Solutions, Seattle, WA** 07/2014-03/2016

***Accounting Specialist***

* Created dashboards and developed visualization and graphics using Pivot table and Tableau
* Created invoicing (300+ invoices per month), managed accounting activities, and supported month-end financial closing
* Provided analytical reports for Accounting and Sales teams detailing last week’s sales by geographical regions and developed recommendations using SQL and R programming languages.
* Worked on multiple work-in-process (WIP) projects and closed more than 800 service calls weekly
* Conducted data verification to identify discrepancies of payroll/material discrepancies

**Plaza Bank, Seattle, WA** 03/2014-06/2014

***Business Consultant*** (***Capstone Project***)

* Applied business knowledge to work with the business owner and mentored through critical thinking, environmental, competitive, and business analysis, and recommended business strategies
* Worked in a team to help the company identify strengths and weaknesses
* Performed financial planning and sales/marketing analysis

**Bellevue College, Bellevue, WA** 01/2013- 03/2014

***Math, Statistics &Accounting Tutor***

* Helped 200+ struggling students per quarter with statistical problems, data analysis, mathematical problems, accounting, business plan projects, and forecast analysis
* Worked with data entry of student records and grades
* Reviewed and recommended improvements to instructional materials

**McDonald Technologies, Carrollton, TX** 08/2011- 06/2012

***Accounting and Administrative Assistant***

* Performed general office duties, answered phone calls, ordered office supplies, and prepared for meetings
* Worked with daily invoicing (200+ invoices per month) and supported both AR and AP departments
* Provided daily reports to Accounting, Sales, Quality Control, and Shipping departments
* Worked with payroll and resolved payroll discrepancies by collecting and analyzing information
* Supported purchasing department such as data entry, tracking the orders, dealing with suppliers, organizing PO records, resolving issues regarding stocks on hand, ticketing, and pricing

**Panda Express, Carrollton, TX**  07/2011-06/2012

***Manager Assistant***

* Worked with customer service, inventories, data entry, ordered supplies, and managed associates
* Utilized business plans and company resources to meet the business goals
* Trained new associates, handled cash & supplies, and scheduled employees

**Christian Community Action, Carrollton, TX** 08/2010- 12/2010

***Sales Representative (volunteer)***

* Organized merchandise and helped to keep the store look nice and neat
* Trained new employees in sales and organized the new merchandise
* Ensured customer experiences and satisfaction

**EDUCATION**

* **Boston University, Boston, MA 04/2019**

**Master of Science (M.S.), Computer Information Systems**

**Sub-concentration: Data Management and Business Intelligence**

* Eastern Washington University, Cheney, WA  **08/2014**

**Bachelor’s Degree in Business Administration & Management**

**Minor in Psychology**

* **Richland College,** Dallas, TX 05/2011

**Associate’s Degree: Science in Business**

**AWARDS AND ACHIEVEMENTS**

* Member of PTK Club (PTK: Phi Theta Kappa-Honor Society)
* Named in the President’s honor list at Eastern Washington University and Richland College