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ALIYA KOY

ABOUT ME

I am a fintech and digital product specialist with 3 years of experience. Skilled in UI/UX design, front-end development, product and project management, and data analysis. I excel at creating user-centric digital products and collaborating with cross-functional teams to deliver high-impact solutions.

SKILLS

Product Management

- Experience in managing the lifecycle of digital products, from ideation and development to launch and performance monitoring.

Project Management

- Adept at coordinating teams and timelines to ensure timely product releases and service improvements.

Scrum/Agile Methodologies

- Proficient in applying Agile principles and Scrum practices to enhance team collaboration and project delivery.

Business Analysis

- Skilled in identifying business needs, gathering requirements, and proposing effective solutions to improve processes and products.

UI/UX Design

- Experienced in Figma, focused on creating intuitive and user-friendly designs for digital products and services.

Front-End Development

- Competent in HTML5, CSS3, and Java, with a foundational understanding of front-end development and object-oriented programming principles.

Marketing Strategy Development

- Ability to create and execute targeted marketing plans that drive product engagement and adoption, collaborating with cross-functional teams.

Microsoft Office and Google Suite

- Expert proficiency in Word, Excel, and PowerPoint, with strong skills in document creation, data analysis, and professional presentations.

EXPERIENCE

Boost Capital (Cambodia) Co., Ltd. – Chatbot Product Specialist

JUNE 2023 – Present

- Develop and enhance chatbot solutions, optimizing customer interaction and automating loan application processes.
- Collaborate with cross-functional teams to identify and implement improvements for chatbot user journeys, ensuring a seamless experience.
- Monitor chatbot performance, troubleshoot issues, and integrate new features and services.
- Support internal teams and improve customer interactions.
- Develop strategies to enhance chatbot adoption and engagement, ensuring alignment with company goals.

Smart Axiata Co., Ltd. – VAS & DCB Product Specialist

NOV 2021 – JUNE 2023

- Managed digital products like VAS Gaming and DCB (SmartPay) services, including partnerships with Leng Center, Google, Apple, and Coda DCB.
- Acted as a key liaison between internal teams and external partners, ensuring smooth product operations and performance.
- Led initiatives to identify and solve operational issues, propose marketing strategies, and enhance product features.
- Collaborated with potential partners to develop new digital services by analyzing business cases, technical feasibility, and pricing structures.
- Created and executed business plans, marketing strategies, and product development documentation to ensure successful product launches.

PTC Computer Co., Ltd. – Retail Product Supervisor

SEPT 2020 – SEPT 2021

- Supervised sales operations for computer devices and accessories, working with brands like Dell, Asus, Acer, HP, and Razer.
- Supported the procurement team in verifying product specifications and portfolios from vendors.
- Assisted the marketing team by ensuring the website was up to date with accurate product specs, SKUs, and images, and reviewed marketing materials before publication.
- Trained sales teams and provided customer support, both on-site and remotely, to ensure product understanding and resolution of issues.

PTC Computer Co., Ltd. – Bid & Tender Specialist

SEPT 2019 – SEPT 2020

- Managed tender projects for NGOs and government entities, ensuring all project requirements were met in bidding documents like RFQ, ITB, and NCB.
- Collaborated with internal teams to ensure the timely delivery of projects after securing bids.
- Worked under managerial oversight to prepare competitive pricing for tender documents.

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PTC Computer Co., Ltd. – Corporate & SMB Sales Representative

SEPT 2018 – SEPT 2019

- Managed sales to corporate and small-medium businesses, presenting products, answering customer inquiries, and negotiating pricing.
- Engaged with both existing clients and new prospects, developing relationships to drive sales growth.

Fabric Arts (Cambodia) Co., Ltd. – Translator/Assistant

JUN 2017 – JUL 2018

- Provided translation services between English and Khmer for the CEO of a leather bag manufacturing company.
- Assisted the CEO in communication, ensuring clear and accurate translation for business and operational matters.

Takeo Adventist School – Volunteer Teacher

June 2016 – May 2017

- Taught English and Biology at an orphanage school in Takeo, delivering lessons to help improve students' knowledge and skills.

EDUCATION

Asia Pacific International University – Bachelor of Science

June 2012 – June 2016

- Muaklek, Saraburi, THAILAND

Cambodia Adventist School – High School Diploma

MAY 2009 – June 2012

- Phnom Penh Cambodia

REFERENCE

Mr. Mark Cell – Mentor

Head of International Sales, HDP Consulting

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