

SUTHITA PATHAMACHAINUWAT

Phone: 080-073-0454 Email: Sutigamoojee@gmail.com

PROFILE SUMMARY

Aspiring Frontend Developer with strong foundation in web technologies, user experience, and problem-solving. Experienced in coordinating cross-functional teams and applying technical skills to improve workflows, automate processes, and enhance customer operations. Highly motivated to transition into a tech-focused role and continuously develop development skills.

EDUCATION

Southeast Asia University (SAU) – Expected Dec 2025

Bachelor of Arts and Sciences, Digital Technology and Innovation

- Current GPA: 3.65

Charansanitwong Technology College (CTC) 2020 - 2022

Higher Vocational Certificate in Information and Communication Technology

TECHNICAL SKILLS

- Programming Languages:
 - HTML, CSS, JavaScript, TypeScript, Dart, MySQL
- Frameworks & Tools:
 - React, Next.js, Node.js, Flutter, Make (Automation), Figma, VS Code, GitHub
- Additional Skills:
 - Responsive Web Design, UX/UI, API Integration, Workflow Automation

CORE COMPETENCIES

- Frontend Development
- UX/UI Design
- Website Development
- Problem Solving
- Project Coordination
- Customer Relationship Management
- Digital Content Creation & Creativity

WORK EXPERIENCE

HealthDD Co., Ltd. (HDmall)

Mar 2022 - Present

- **Shift Lead – Booking & After-Sales Service (2023 - Present)**
 - Resolve customer issues and manage internal/external communications
 - Collaborate closely with sales, partner teams, and Customer Experience team
 - Provide after-sales support ensuring smooth customer journey
 - Review, refine, and approve customer communication scripts
 - Verify payment statements and booking information for accuracy
 - Handle customer complaints and propose solutions to management
- **Process Improvements & Tech Contributions**
 - Designed workflow diagram for automation and collaborated with dev team
 - Implemented Line API notification workflow for new booking alerts
 - Developed Google Apps Script to process raw data and generate reports
 - Reduced manual workload by up to 2 hours per task and minimized human error
- **Booking & After-Sales Service (Mar 2022 - 2023)**
 - Managed customer appointments and scheduling
 - Coordinated with partners and resolved operational issues

J.F.B. Foods Co., Ltd. (Jeang Fish Ball)

June 2021 - 2022

- **Operations / Executive Assistant (6 months)**
 - Coordinated between executives and multiple internal departments
 - Prepared daily & monthly sales reports for all branches
 - Collaborated with HR to conduct monthly employee training
 - Managed documents, research, and assigned executive tasks
 - Handled customer complaints and improved branch operational flow