

Nutcharee Samsawang

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Entry-level IT support professional seeking a role as a Junior Software Developer. Recently graduated Master of Information Technology from Murdoch University with a self-starter attitude. Experienced in IT level 1 support role in a large-scale company in Thailand with strong analytical skills, problem-solving skills, and expertise in communication and interpersonal skills. Quality-driven and self-motivated individual with a superior work ethic and diligent nature. Advanced customer service skills with over 2 years' experience in the hospitality area. Motivated to learn new technologies seeking to apply my knowledge and skills to a real workplace.



Work History

2016-06 -
2016-12

Level 1 IT Support | Internet Thailand Public Company Limited, Bangkok, Thailand, Thailand

- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Built and provided basic end-user troubleshooting and desktop support on Windows and Mac systems.
- Provided user support via phone, email and remotely.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Submitted service tickets for equipment maintenance requests.
- Resolved issues with systems, hardware and telephones quickly and accurately.
- Wrote and reviewed tickets to request maintenance to various types of equipment.
- Used ticketing systems to manage and process support actions and requests.



Technical Skill

- **Web.** HTML5, CSS, JavaScript., Bootstrap.
- **Programming Skills.** C++, Python, R.
- **Data Analytics and Data Visualization.** RapidMiner, Tableau.
- **Machine Learning.** TensorFlow, scikit-learn.
- **Operating Systems.** Microsoft Windows, macOS.
- **Big Data.** Statistical analysis, data mining and modeling
- **Database.** Structured Query Language (SQL).
- **Others.** Microsoft Office 365



Soft Skill

- **Documentation:** Having an ability to develop and format technical and non-technical documents using Microsoft Office, including Microsoft Word, Excel, and PowerPoint
- **Communication and Customer Service:** Offering efficient service to all customers, handled challenging situations with ease and positive attitude.
- **Problem-solving:** Proven ability and passion towards troubleshooting and effective decision-making to promote organisation's productivity.
- **Teamwork** – Able to work with others productively and efficiently in a team and demonstrate good listening skills and a hardworking can-do attitude.



Education

2021-04 –
2021-01

Google IT Support Professional Certificate

- Four-month IT support program, developed by Google, that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on labs.

2018-07 –
2020-07

Master of Information Technology: Data Science

Murdoch University - Perth, WA

- Graduated with 2.93 GPA
- Scored 10 Units with High Distinctions/Distinctions
- Thesis: A Survey of Deep Learning Techniques for 3D Reconstruction of the Human Body Shape

2012-08 –
2016-03

Bachelor of Computer Engineering

King Mongkut's Institute of Technology - Bangkok, Thailand

- Graduated with 2.94 GPA
- Thesis: Routing System via Google Maps API



Other Work Experience

2021-04 -
Recent

Sandwich Artist | Subway Fiona Stanley Hospital

- Assisted guests, including offering personable greetings and taking orders.
- Executed sandwich artistry duties with very low occurrence of errors.
- Offered customer service support to patients, the elderly and persons with disabilities.

2020-05 –
2021-03

Subway Store Manager | Subway Jandakot Airport

- Reviewed and monitored scheduling, purchases and other expenses to maintain quarterly budget.
- Set effective store schedules based on forecasted customer levels, individual employee knowledge and service requirements.
- Reviewed performance data to monitor and measure productivity, goal progress and activity levels.



IT Projects

- **Analysis of the performance between machine learning algorithms based on handwritten digits dataset.**

Duration: May 2020 – June 2020

Technologies: TensorFlow, Python, Machine Learning Concepts

Project Detail: developing the python program based on Convolutional Neural Networks approach and TensorFlow concepts to classify the handwritten database and analyses the performance between models.

- **An Artificial Intelligence Technique for Predicting Heating and Cooling load**

Duration: April 2020 – June 2020

Technologies: Python, Artificial Intelligence Concepts

Project Detail: developing python program to predict the heating and cooling load using different machine learning methods based on energy efficiency dataset.

- **Analysis of mortality trend in Singapore from 1999 to 2018**

Duration: August 2019 – October 2019

Technologies: Tableau, Microsoft Excel

Project Detail: analysis and present the changes in the mortality trend such as death rates and the common causes of death in Singapore, mainly from 1999 to 2018 by using a dataset from several sources.

- **Analysis of the global video games sales**

Duration: March 2019 – May 2019

Technologies: RapidMiner, Machine Learning concepts and algorithms

Project Detail: predicting the global sales estimation of video games which are available in the worldwide market based on the CRISP-DM methodology by using RapidMiner.



Professional Development and Certifications

- Australian Computer Society (ACS) Member.
- ACS Certificate | Expert Insights on Essential Customer Service Skills Course
- ACS Certificate | Introduction to Web Accessibility
- ACS Certificate | Managing Modern Desktops: Upgrading Devices, Windows 10 Course
- ACS Certificate | SCCM Administration Course.
- ACS Certificate | Cybersecurity Awareness: Information Security Fundamentals Course
- ACS Certificate | CISM 2020: IT Security Policies Course
- ACS Certificate | CISM 2020: Identity & Access Management Course
- ACS Certificate | Agile Organizations: DevOps & Agile Course



Referees

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