Nutcharee Samsawang

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A recent graduate of Master of Information Technology from Murdoch University with a self-starter attitude. Demonstrated ability to utilise Python, R, Tableau, Microsoft Suite and SPSS to analyse data, recognise patterns and create data visualisation reports. Advanced web development using HTML5, CSS and Javascript. A collaborative team leader with strong analytical skills and problem-solving skills to complete project objectives in a timely manner. Quality-driven and self-motivated individual with a superior work ethic and diligent nature.

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