

JIRAPATCHR RATTANAMASTIP

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Energetic and cheerful consultant with over 9 years of experience in customer service and technology. Possessing an analytical mind and demonstrating exceptional interpersonal skills. Passionate about working in a fast-paced and multicultural environment. Seeking to grow in an exciting and forward-thinking organization, which will not only allow me to develop my knowledge and potential but also offer an opportunity for career progression. Open to relocation on a global level.

PROFESSIONAL EXPERIENCE

Bluebik Group PCL

Data Consultant (*Advanced Insight Bootcamp 2022*)

FEBRUARY 2022 - MAY 2022

- Being trained in hypothesis-driven problem solving, business analytics, and project management.
- Established new and innovative analytical solutions that meet customer requirements.
- Compiled and presented research findings and recommendations.

Appsynth Asia Co., Ltd.

Growth Marketing Associate

MARCH 2021 - FEBRUARY 2022

- Analyzing clients' requirements, defining business solutions, and uncovering pain points.
- Conducting a UX audit for mobile apps in various industries, such as retail and e-commerce, to identify opportunities for business growth, define core problems and propose solutions to improve their usability and performance by at least 10%.
- Developing actionable insights through analysis of data collected, generating reports and interactive dashboards from analytic tools (Appsflyer, Amplitude, Google Analytics).

Coordinator

SEPTEMBER 2020 - MARCH 2021

- Liaised with Head of engineering, Head of Project Delivery, and Program Manager and kept updated on all significant technical/financial issues.
- Aligned workflows and tasks with JIRA and Confluence.
- Accelerated the financial reporting process for a 20% efficiency increase.

Qatar Airways

Cabin Crew

FEBRUARY 2015 - AUGUST 2020

- Customized a high level of hospitality to Premium, First Class, and VVIP customers and achieved above 98% passenger satisfaction score.
- Boosted loyalty program with customers and their families by 10% on every flight.
- Complied with safety and security standards and handled onboard emergency situations.
- Collaborated with colleagues and supervised junior cabin crew to ensure effective teamwork is achieved.

KPMG Phoomchai Audit Co., Ltd.

Audit Assistant

JULY 2011 - JULY 2012

- Prepared and analyzed financial reports and records with 100% accuracy.
- Identified the operational strengths and recommended plans of action based on their financial acumen.
- Conducted preliminary review as job in-charge in audit executions.

EDUCATION

Bachelor of Business Administration (International Program) (Accounting)

Chulalongkorn University • 2011

Singapore Management University • 2010 (Exchange Program)

SKILLS

- **Soft Skills:** Adaptability, Communication, Flexibility, Problem-solving, Project Management, Teamwork
- **Language:**
 - English (Proficient) • TOEIC score 980
 - Thai (Native)