KAMONWAN AUTCHARIYASART

SENIOR BUSINESS ANALYST

CONTACT

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EDUCATION

Kasetsart University

Bachelor of Science (Computer Science) GPA 2.91

PERSONAL PROFILE

- Extremely motivated to constantly develop my skills and grow professionally. I am confident in myself to learn and develop myself to be able to work well for the organization.

- Good Analytical Skills, Teamwork and service mind
- Good problem-solving skills in any urgent case or critical situation
- Good Interpersonal

WORK EXPERIENCE

Senior Business Analyst, LMG Insurance Public Company Limited

JAN 2019 - PRESENT
- Gather, analyze and validate the needs of the business stakeholders
- Conduct and provide functional requirements document including clarifying the advantages and disadvantages Each solution to stakeholders or product owners for sensible decision-making
- Serve as the principal conduit for managing system requirements between the business and the software development team throughout the duration of a project
- Work with the Project Management, Developer and QA to ensure the project meets the scope of work and timeline
- Preview testing per function as the requirement for test, review test document for UAT to ensure quality.
- Providing support during the development, SIT and UAT
- Conduct user training and reporting
- 2nd tier (production support) for Analyze application problems and resolve if possible before sending to development team
- Improves and maintains the application support function of the team

Senior Application Support, Gosoft Thailand Co.,Ltd

APRIL 2016 - 2018
- Production support project (BPM) system development on K2
- Support, maintain long-term relation, and keep update status with stakeholders
- Manage and advise my team
- Manage plan for handover system between supporters and developers
- Review incident Report and support document
- Coordinate with developer/vendors and other related teams to resolve complex solutions
- Attend the meeting to get requirement from user with detail-oriented
- Develop training material and conduct user training
- Develop call service (1st tier) about scope of work in Project/System for support
- Analyze application problems and resolve if possible before sending to development team
- Ability to identify, understand, and give priority to urgent issues
- Problem solving, user training and reporting
- Work with ITIL and CMMI process

Application Support, Gosoft Thailand Co.,Ltd

JAN 2013 - 2016

- Support workflow development on lotus Notes (debug and check coding for solving)
- Analyze customer requirement
- Create documents concerned (User Manual, Admin manual, Support Manual)
- Develop training material and conduct user training and UAT
- Analyze application problems and resolve if possible before sending to development team
- Update self-help documents so call service (1st tier) can try to fix problems themselves

System Analyst, SWPC Co., Ltd

MAY 2012 - 2013

- analyze customer requirement
- Arrange and conclude analyzed details becoming available data for system development.
- Understand system infrastructure, solution model and workflow
- Create documents concerning (Final Requirement, SRS, UI, User Manual, Admin manual, Document Design, Report Spec)
- Involving internal QA testing before delivery to the customer
- Develop training material and conduct user training and user acceptance testing
- Working for ongoing system maintenance, change request and enhancement
- Attend meetings with the system development team as well as customers so that collect obscure needs and difficulties in developing the system. Then, questioned customers formally based on agreement
- Be responsible for User Support when problems were caused
- Designed system screen and write system flow

PROJECT

OIC Gatway

The OIC Gateway project is a work system for Thai insured to check their policy information via LINE Official Account. Connected by API between OIC and insurance companies

AC Realtime

Connected by API between OIC and insurance companies for transfer information of compulsory insurance to OIC and realtime to department of Land Transport

E-policy

Providing an electronic policy service to insured to increase the speed of policy delivery, reduce the delivery process, reduce paper use customers be able stored as a soft file

Performance Report System of Infrastructure Services Section Employees, Kasetsart University, Kamphaengsaen Campus

The design and development for new applications, using Microsoft Visual Basic.NET 2008 to connect to database that created with Microsoft SQL Server 2005