

## TARINEE SUTTHATANG

### OBJECTIVE

To obtain a challenge position with successful managing various scale of IT projects and performing key roles in extensive areas of implementation including project management, functional analysis, process improvement, as well as business consulting and support especially in the domain of telecommunication services, e-commerce, and e-payments. Aiming to utilize my strong analytical ability, focused on details, data-driven decision maker and eager to learn new things to achieve the goals of your company.

### WORK HISTORY [July 2020 – Present] SENIOR ASSOCIATE – TECHNICAL PRODUCT MANAGER | LAZADA CO., LTD.

Taking the roles as a local team member of *seller's tools* such as Lazada Open Platform service, order management (web service), product management, and cover *buyer's flow* such as buyer trade flow using project management and product management skills to enhance customer's satisfactions

- Perform product management duties, consolidate business requirements, researching user experience, then collaborate with tech teams to build the enhancement of existing features and/or new features to set the vision of product needs for improving customer's satisfaction.
- Supporting Lazada Open API to let sellers or partners retrieve and update information via web services.
- Develop data virtualizations for serving the management staffs to keep track of the company's KPIs and make data-driven decisions.
- Coordinate with Regional product owners, Product designers, engineering leads, business development teams, local and regional marketing teams, and logistics counterparts to handles projects against aggressive timelines.

### [Dec 2019 – Jun 2020] ASSISTANT MANAGER – DATA ANALYST | KPMG POOMCHAI AUDIT LTD.

Took the roles of data analyst, business analyst and technical consultant to give some guidance to the Audit Innovation team for:

- Initiated and developed Software Audit Tools (SATs) development framework to align with KPMG Thailand's workflows
- Performed business analyst duties, to consolidate business requirements from Audit teams and IT team, and collaborate with developers to build the tools supporting internal users
- Developed some virtualizations to support audit teams and able to highlight the significant risk focus information
- Provided a training to customer (external training) of Basic Data Visualization with Power BI

### [Jan – Nov 2019] SENIOR ASSOCIATE – TECHNICAL PRODUCT MANAGER | LAZADA CO., LTD.

Took care of seller tools and buyer engagement areas to increase conversion rates and engagement times

- Coordinated with Product designers, engineering leads, business development, marketing, and logistics counterparts to handle projects to meet aggressive timelines.
- Conducted User Acceptance Testing (UAT) in end-to-end term with cross-functional business team to ensure the features can be used properly.
- Provided trainings to the commercial teams to announce new features or improvements and to drive high-quality of usage.

### [2016 – 2018] SENIOR ENGINEER | TRUE CORPORATION

Senior engineer in Products and Services Department. Took care of analyst and design several information management platforms and project management base on Web service (B2B and B2C on telecommunication services) such as *Mobile Top up, Partner Online Integration (ordering platform), and Distribution management system*. Responsible for:

- Gather, define, and prioritize business requirements.
- Performed project management, managed scope of work and changes, time, and resource, and created and maintain the project documents and training material.
- Work closely with product owner, development team and QA team during development, system integration testing, user acceptance testing to ensure that the services can be work properly and meet the user requirements.
- Collaborate with development team and other technical team members to analyze and provide impact assessment base on compatibility with existing services or platforms.
- Conduct User Acceptance Testing (UAT) with cross-functional business team to ensure the service is aligned the business needs.
- Manage priorities and expectations, serve as first escalation point for issues.

### [2012 – 2016] ENGINEER | TRUE CORPORATION

Engineer in Products and Services Department. Took care of platforms for selling mobile prepaid airtime and mobile value-added services (VAS) through partners or Top up and Commerce Services. Responsible for:

- Performed business analysis and define the business and technical workflow process.
- Gather and create clear technical requirements specifications.
- Report to management, seek directions and approvals.
- Collaborate with QA team to create test cases, defined expected results or acceptance criteria.
- Executed testing before delivered services to system integration test and user acceptance testing by using JMeter, Postman tests, SOAPUI or manual testing.

### [2011 – 2012] ENGINEER | TRUE CORPORATION

Participated in True Next Gen Program (Leadership Development Program)

## EDUCATION

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| <b>2015 – 2017</b> | <b>MASTER OF SCIENCE – INFORMATION TECHNOLOGY IN BUSINESS</b><br>Management Information System, Chulalongkorn University (GPA 3.65 on a 4.0 scale)            |
| <b>2007 – 2010</b> | <b>BACHELOR OF ENGINEERING - COMPUTER ENGINEERING</b><br>King Mongkut's University of Technology Thonburi<br>(GPA 3.34 on a 4.0 scale – Second Class Honours) |

## SKILLS

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| <ul style="list-style-type: none"><li>• Web Services: SOAP, XML</li><li>• Database Management: MS SQL, MySQL</li><li>• Visualization software: Power BI, Tableau</li></ul> | <ul style="list-style-type: none"><li>• Requirement Analysis</li><li>• Project Management</li></ul> |
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## TRAINING & CERTIFICATION

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| <b>2021</b> | <b>Udemy</b> <ul style="list-style-type: none"><li>• <u>UX Fundamentals: Practical Usability for Product Design</u></li></ul> <b>Accenture</b> <ul style="list-style-type: none"><li>• <u>Digital Skills: Retail</u></li></ul> | <b>2019</b> | <b>edX Verified Certificate</b> <ul style="list-style-type: none"><li>• <u>Analyzing and Visualizing Data with Power BI</u></li></ul>                                 |
| <b>2020</b> | <b>Coursera</b> <ul style="list-style-type: none"><li>• <u>Agile Meets Design Thinking</u></li><li>• <u>Machine Learning for Business Professional</u></li></ul>   | <b>2018</b> | <b>IBM Cognitive Class Certificates</b> <ul style="list-style-type: none"><li>• <u>Data Science for Business</u></li><li>• <u>IBM Blockchain Essentials</u></li></ul> |