

Piyaphat Putthasangwan

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PROFESSIONAL SUMMARY

Dynamic RPA and Data Engineer with proven success at Advanced Contact Center Co., Ltd., enhancing customer engagement through automation and AI-driven solutions. Skilled in Python, PySpark, and SQL, with hands-on experience in LLM-based chatbot development using LangChain and Streamlit. Adept at building robust data workflows and real-time dashboards, delivering insights for decision-making.

SKILLS

Programming Languages

Python (pandas, PySpark, openpyxl), SQL

AI & LLM Technologies

LangChain, LangGraph, OpenAI API,
Prompt Engineering, AI Chatbot (Thai)

Databases

PostgreSQL, MySQL, DuckDB, SQLite, Minio

Automation & RPA

Selenium, Line Notify, Python Scripts

Tools

Git, Bash, Looker Studio, Tableau, Streamlit,
Google Colab, Docker, Airflow

WORK EXPERIENCE

RPA Development | 02/2023 to 10/2024

Advanced Contact Center Co., Ltd – Bangkok, Thailand

Developed and implemented several automation processes to streamline sales, reporting, and operational workflows, using Python and RPA tools (Selenium, Pandas, OpenPyXL), which helped improve productivity and reduce manual effort across teams. Designed and optimized AI conversation flows for both inbound and outbound call campaigns, reducing agent workload and enhancing customer service performance. Built automated workflows to extract, transform, and summarize data from multiple internal systems, delivering insights in the required format for stakeholders. Developed automated reporting systems to extract transaction data, sales metrics, and operational KPIs, delivering timely and accurate insights to management teams via Line Notify.

PERSONAL PROJECTS

CloudJet – Flight & Weather Data Workflow

Designed a daily workflow to collect and process flight and weather data using PySpark and store in a data lake. Loaded results to Supabase and visualized on Looker Studio dashboard with date filters.

DeepPlayr AI Chat Interface – Football Data Chatbot

Developed a football AI assistant that converts user questions into SQL using LangChain. Integrated LLMs with Streamlit and a DuckDB/SQLite football database to support natural language query execution. Users can ask questions in Thai and receive accurate answers instantly. (<https://deepplayr.streamlit.app/>)

EDUCATION

King Mongkut's University of Technology North Bang- Bangkok, Thailand | 2017-2020

Bachelor of Engineering in Materials Handling | GPA 2.74

CERTIFICATION

Road to Data Engineer | 2024

DataTH School

Databricks Fundamentals Accreditation | 2025

Databrick Academy