

# PIYAPHAT PUTTHASANGWAN

Data Engineer

Bangkok, 10100 | 0936455500 | piyaphatputt01@gmail.com | WWW: Bold Profile

## Professional Summary

Dynamic RPA Developer with proven success at Advanced Contact Center Co., Ltd., enhancing customer engagement through AI-driven solutions. Skilled in Python and automation, I streamlined reporting processes and improved sales conversion rates. Adept at data engineering and visualization, leveraging strong analytical skills to drive operational efficiency and support strategic decision-making.

## Skills

- **Programming:** Python (Pandas, NumPy, Openpyxl), SQL
- **Data Processing:** Spark (Data Cleansing, EDA), Parquet
- **Tools:** Git, Bash, Looker Studio
- **Data Engineering:** Apache Airflow, BigQuery, Google Cloud Storage
- **Automation & RPA:** Selenium, Tableau, Python Scripts
- **Languages:** Thai (Native), English (Intermediate)

## Work History

<b>RPA Development</b>	02/2023 to 10/2024
<b>Advanced Contact Center Co., Ltd</b> – Bangkok, Thailand	
<ul style="list-style-type: none"><li>• 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.</li><li>• Designed and optimized AI conversation flows for both inbound and outbound call campaigns, reducing agent workload and enhancing customer service performance.</li><li>• Built automated workflows to extract, transform, and summarize data from multiple internal systems, delivering insights in the required format for stakeholders.</li><li>• Developed automated reporting systems to extract transaction data, sales metrics, and operational KPIs, delivering timely and accurate insights to management teams via Line Notify.</li></ul>	

## Education

<b>Bachelor of Engineering in Materials Handling</b>	08/2017 to 05/2020
<b>King Mongkut's University of Technology North Bang</b> - Bangkok, Thailand	