

KRIANGKAI SUKDI

SENIOR APPLICATION SUPPORT

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📍 HUAI KHWANG, BANGKOK



PROFESSIONAL SUMMARY

Experienced healthcare professional with over 5 years in clinical nursing and 2+ year in application support for hospital information systems. Skilled in bridging the gap between medical operations and IT, particularly in supporting and enhancing HIS platforms like Arcus Air. Proficient in HTML, CSS, JavaScript, React, Node.js, SQL, MongoDB, and modern UX/UI design. Strong problem-solving, communication, and stakeholder management abilities.

CORE COMPETENCIES

- Business & System Analysis: Requirements gathering, SCR creation, UAT coordination
- Application Support: HIS support, issue resolution, bug validation, user training
- Technical Skills: HTML, CSS, JavaScript, React, Node.js, MongoDB, MySQL
- Healthcare Knowledge: Hospital workflows (OPD, IPD), clinical operations, medical terminology
- Communication: Cross-functional collaboration between medical and technical teams
- Tools: MS Office, Lucid Chart, Draw.io, Postman, Figma, Agile tools (Trello)

EXPERIENCE

Senior Application Support - Greenline Synergy, Bangkok | Oct 2022 – Present

- Provided L3 support for Arcus Air HIS, including troubleshooting and root cause analysis
- Acted as a liaison between medical users and developers, translating business needs into functional change requests (SCRs)
- Conducted UAT, testing, and deployment of new features and bug fixes
- Collaborated with cross-functional teams to enhance application usability and patient safety

OPD Nurse - Dental Hospital, Mahidol University | Jan 2019 – Sep 2022

- Screened and monitored patient pre-dental treatment and managed emergency responses
- Supported doctors and patients with a high level of clinical care and efficiency

IPD Nurse - Dental Hospital, Mahidol University | Jun 2016 – Jan 2019

- Provided postoperative care for maxillofacial surgery patients, reducing complications

EDUCATION

Bachelor of Nursing Science (First Class Honors)

Mahidol University – Bangkok, Thailand | 2016

GPA: 3.87

CERTIFICATIONS

- **UX/UI: Web/Application Design Fundamentals**, NSTDA – Jul 2024
- **Using MongoDB with Node.js**, MongoDB – Feb 2024
- **Introduction to MongoDB**, MongoDB – Feb 2024
- **Fundamental Web Development with HTML5 and CSS3**, Born to Dev – Sep 2023
- **Essential SQL for Everyone**, Born to Dev – Jun 2023
- **Introduction to JavaScript**, Born to Dev – Jun 2023

PROJECT EXPERIENCE

- **Social Security Patient Module** – Enhanced Arcus Air to support Social Security Office workflows
- **Early Warning Score Automation** – Developed auto-calculation for Early warning Sign Score
- **My B+ Integration** – Interfaced Arcus Air with My B+ App to support self-payment & teleconsultation
- **Smart Registration Kiosk Interface** – Enabled patient self-registration by integrating kiosk with HIS
- **Medication Cart Integration** – Linked ward medication carts with HIS to improve the patient safety for medication administration
- **Automatic Speech Recognition Integration** – Integrated with an AI-powered speech recognition system to transcribe doctor–patient communication and automatically record the conversation into the Electronic Medical Record (EMR)