Warangkhana Duangpaen
Pathum Thani, Thailand

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EDUCATION

Prince of Songkla University	**Songkla, Thailand**
Bachelor of Science in Statistic: GPAX 3.75 (First Class Honors)	**2018-2021**

- Relevant Coursework: Statistics, Probability, Sampling Technique, Linear Algebra, Multivariate, Data Management, Time Series, Database Management, Statistic for Quality Control

WORK EXPERIENCE

Food Innovation Service Plant (TISTR)	**Pathum Thani, Thailand**
Marketing	*November 2022 - Present*

- Manipulated and prepared a database about the customer information, business model, interested technology, channels, technology that provides service, repeated customers, and revenue for analysis using Google Sheets.
- Created a dashboard using Looker Studio to find insight. Get an overview of all the tasks to improve the service, expand channels and promote to well-known.
- Improved the performance of services from insights such as customers know us through word of mouth the most, 78.13% when compared to all channels. Therefore, the organization's core value is to provide good customer service and create a good impression after providing service to customers.
- Proposed marketing guidelines via Facebook by providing content to educate and publicize capital to entrepreneurs. In Q2/23, the number of entrepreneurs using the service via Facebook increased by 4.11% compared to Q1/23.
- Navigated an education campaign for entrepreneurs by organizing FISP TALK 2023 and inviting researchers to educate entrepreneurs. Appeared that more than 150 people were interested in registering for the event. After the event, 7% of entrepreneurs were interested in researching and producing food products when compared to all registered participants.
- Tracked payment status, revenue and outstanding balance of customers until be able to close the outstanding balance over 150K in Q2/23

Flash Express Thailand	**Bangkok, Thailand**
Bulky User Operation	*June 2022 – September 2022*

- Supervise and coordinate supervisors, district manager, and area manager in Bangkok, Central, North, and South Region.
- Solve the problem in daily jobs such as customer can't register KA customer, the discount doesn't approve, connect API, repeated account, want to register credit customers, etc.
- Make discounts, cash on delivery, and free return fee for customers by considering criteria such as customer type, monthly ordering amount, and proof of delivery. etc. via SPM and CRM systems of Flash Express.
- Collect the customer's request for a discount in Google Sheets and withdraw the accessories to the customers via FlashFulfillment systems.
- Reported discount requests through the CRM system on a daily and monthly to manager and director.

ACADEMIC PROJECT

Thesis Project:

Forecasting the Remittances of the Overseas Thai Workers *(Tools: SPSS, R, Excel, E-views)*

- Collected data from the Bank of Thailand website. (Second Party Data)
- Explored data and literature review to find the good model for predicting and finding the model that best fits this data set, Therefore the result six model are Holt, Brown, Damp Exponential Smoothing, ARIMA (Box-Jenkins), Combined forecast base on regression and Combined forecast base on weight regression.
- Cleaned data and filtered missing values out, Total data 312 data set, split to train 300 data and test 12 data, then transform data using by Box-Cox transformation.
- Trained the six models explainable above using by SPSS program, then diagnostic checking using by Ljung-Box test (R). If the model doesn't pass, drop it out. If the model passes, take it into combined forecast based on regression and based on the weight regression model.
- Checked diagnostic combined forecast using by Ljung-Box test (R). If the model doesn't pass, drop it out. If the model passed, take it to evaluate the model.
- Achieved the combined forecast based on regression method is the most suitable method because it has the lowest MAE MAPE RMSE (MAE = 1501.965, MAPE = 9.634, RMSE = 219.080) and the trend of remittances in the next year tends to be higher.

Other Project: Spatiotemporal analysis of association between alcohol outlet density and teenage drinking behaviors in Thailand: 2007-2017

EXTRACURRICULAR ACTIVITIES

Data Science Bootcamp 7, DataRockie

- Google sheet: Dynamic Query Project, ID Card Parser Project   Web scraping: Cryptocurrency Price from investing.com
- SQL: Create and Query Database   Python: Sample-Store project
- R: Bot-Café Q&A, Rock-Paper-Scissor Game !, Visualization

Faculty of Science Student Club Prince of Songkla University 2019

- A head of the Art department in the Student Club   Head of recreation in Science PSU cheering
- Responsible for organizing Loy Krathong Festival at the Faculty of Science.

ADDITIONAL INFORMATION

- Language skills: Thai (native), English (B1)
- Skill: Excel, Google Sheets, R, caret, tidyverse, Python, Pandas, Numpy, SQL, Statistic, Machine Learning, Dashboard, Power-BI, Tableau, Looker studio, SPSS, Minitab
- Certificate: Business Analytics, Data Analytics for Business, Data Science for everyone (Future skill)
- Interests: Passionate about investment (Crypto, Mutual Fund, Stocks), book (Psychology, Self-Improvement)