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Work Experience

Total Access Communication (dtac), Bangkok, Thailand   Feb 2014 – Present
Position : Business Analyst

DTAC KIOSK Payment
Description: Provide new channel, KIOSK machine, for customer to be able to do payment by KIOSK
Role: Business Analyst
- Developing a clear understanding of existing business functions and processes.
- Identifying areas for business improvement.
- Developing maps and flowcharts of current and future business processes.
- Reporting on the likely impact of process modifications.
- Be support on Financial issue that relate with System
- Control Reconciliation process in developing item for system

New Biller for payment
Description: Coordinate with partner to develop new payment and Top-up Channel for dtac
Role: Business Analyst/Project Manager
- Cost estimation and time line management
- Manage Project with external parties, Central Group and TOT
- Manage task of internal parties, accounting and technical team
- Lead User Acceptance Test
- Be liaison between Internal and External parties
- Be support, business issue, after launch

Social Monitoring Tool (UMS)
Description: Tool that help Call Center Agent to be able to track job which come from Social Network
Role: Business Analyst
- Analyze verbal requirement into functional requirements
- Lead UAT test for Supervisor and Agent from Call Center

Commission Report
Description: Report Commission of Retailers that need migrating into new tool and develop new pattern of calculating
Role: Business Analyst
- Analyze the new commission scheme
- Control and Design Report and Dashboard layout
- Team member of migration old report system tool into new tool
- Design solution and condition of new sources

Call Contact Center (VDO Chat)
Description: Develop Tool for customer to be able to contact Call Contact Center Agent by new technology via Mobile App
Role: Business Analyst/Business Consultant
- − Be consultant to translate user requirement into business requirement
- − Be consultant to do feasibility of this project
- − Join Design solution session and make decision on the solution
- − Be liaison between Vendor resource, Internal Resource and Business user to work smoothly

Thanachart Bank, Bangkok, Thailand   July 2013 – Jan 2014
Position : Business Analyst
Responsibilities:
Project : SMS Cost Estimation
   Description: SMS Alert system cause to few application in each business unit so it's hard to know and charge cost to each business unit precisely so it needs some people to do it manually.
   Role: write Excel Macro VBA to summarize and generate cost report automatically. This Macro helps our team to save time 70%.

Project : ATM Amount Balancing
   Description: ATM Amount balancing and GL Report Balancing are not coherent with each other so they need some team to calculate, summarize and compare each report to each other and make summary report which will be used to clean unbalancing amount out off the system.
   Role: Write VBA Macro to summarize the balancing of ATM amount of each box and compare with the GL report to find out the unbalancing amount of ATM with GL report. This Macro helps team to deal work with unbalancing during EBT (Merging bank between SCIB and TBANK) process to check and clean them up to be the new original.

Project : e-Certificate System
   Description: The e-Certificate System is printing system for the customer who need business certificate of any company. In the past this process was done only at DBD but there are only few station to service this, so the DBD expand this service to each bank.
   Role: Co-ordinate with the DBD to do implementing and testing. Moreover, I was involved in training team to instruct coaching team and support team.

Project: MT940 SWIFT Format
   Description: Customs Department need to transform bank statement from each bank into MT940 SWIFT format by branches and Thanachart is one in the list.
   Role: Gather requirement from Product's team and transform it into business requirement document in order to send to IT team to develop consequently.

Work Experience	**Project: Open Bulk Account (Payroll)**
	  Description: Payroll system support big amount of paying salary to their employees, the Open Bulk Account system is built in order to support the payroll system for opening bank account for institution.
	  Role: Be contact point between customers(branches) and operation team to do the open bulk process. Moreover, service and support client to be familiar with the system by giving them instruction.
	
	DST World Wide Services, Bangkok, Thailand 2010 - 2013
	Clients : The Hartford, Lincoln Financial, Boston Financial Data and Services, AXA, Guardian Retirement Solutions and Verisight Retirement Solutions
	Position: Analyst Programmer
	Responsibilities:
	- Analyze and design project's scope and write project spec for developing team or person to code the program as designed.
	- Review spec document from US and give the writer some concerns and comments before turn it into development phase
	- Provide initial research/guidance of how to find the root cause of the incident
	- Be mentor and train new associates to be able to work in working environment
	- Review program code of new associates and colleagues to ensure that program is compliance with company standard and provide correct purpose before running on the production. Find solution for issue and write program spec for programmer to code for solving the issue.
	- Design the program as business requirement.
	- Be Primary On-Call, the representative person who design, investigate, estimate time on nightly(Job Running during US's night) issue, who help US's operator to find solution for making nightly run through the end of process smoothly. When the problem occurs during job run, we are team which will help them find solution and approve some solution provided from the operator.
	- Communicate both operation and business people for discussing the issue and direction of the way to solve or prevent the problem. When the nightly cause big problem which we cannot approve or decide anything individually, we will contact client representative to discus on the issue.
	Position: Programmer 2010 - 2012
	Responsibilities:
	- Do research on nightly issue to find the solution to prevent the next running
	- Synchronize up codes of production version with specific client version and also the way of upside down in order to satisfy users' purposes which have in different aspect
	- Test the program when finish coding as a unit test and also keep the test result with specific data that relevant to purposing program. Both these tasks are done during developing and fixing phases
	- Monitor Nightly batch jobs running during US's Night (Bkk day) and make summary report of any issue occur during the US night time
	- Do researches when the system cause an issue and try to do Root Cause Analysis (RCA) of each issue of Retirement System Solution area.

| | Work Experience | **Ban Chiang Soft (SML Soft), Chiang Mai, Thailand**   July 2009 – December 2009 |

Ban Chiang Soft (SML Soft), Chiang Mai, Thailand   July 2009 – December 2009
- **Position** : Web Developer
- **Clients**: Internal Tool
- **Responsibilities**:
  - Designed back-end web for the company as an extension functions of the core accounting product.
  - Developed backend of repository part of web site by using PHP, JavaScript and JQuery.
  - Assisted in supporting client for using the system with no trouble by the telephone.

Student Co-Operative Program
- **IBMSD Internship**
  o Site **KBANK** (November 2008 - December 2008)
    ▪ Position: WebSphere Administrator(Assistant)
    ▪ Responsibilities:
      • Install WebSphere Application Server Network Development on both AIX and Windows platform.
      • Make configuration of WebSphere Application Server
      • Support on WebSphere Application Server minor task
  o Site **Tanachart Bank**(January 2009 – February 2009)
    ▪ Position: WebSphere Administrator(Assistant)
    ▪ Responsibilities:
      • Write Shell Script for checking hardening of WebSphere Application Server and IBM HTTPServer
      • Edit and Modify Hardening Shell Script on AIX Platform

Language Skill

TOEFL IBT : 80
 R:16 L:25 S:19 W:20

TOEIC Scores   : 790
 Reading: 355 / Listening : 435

	Thai	English	Russian
Speaking	Native	Good	Fair
Listening	Native	Good	Fair
Reading	Native	Good	Fair
Writing	Native	Good	Fair

Computer Skill

Programming Languages: Python, PHP, IONIC, Swift (ios), React-Native, AngularJS

Database: MySQL, DB2

Platform: Windows, Linux, AIX, Mainframe(Z/Os)

Other : Ms-Office, Lotus-Note, UML, Object Oriented Analysis Design

Others: Capability Maturity Model Integration (**CMMI**),
        Software Development Life Cycle(**SDLC**),
        Information Technology Infrastructure Library(**ITIL**),
        IBM WebSphere Application Server

Projects	**Nation Software Contest 10th, 2008** o **Reality LIVE 24hrs Project** ▪ Apply ARToolKit for learning system(ARToolKit is a library for building Augmented Reality) **Trainee Tracking and Evaluating System for Electricity Generating Authority of Thailand(EGAT) Training Center, Lampang province** o **Model Driven Software Development(MDSD)** ▪ Technology used is Model Driven Architecture(MDA) name **AndroMDA** on using ANT for Developing Java Web Application

Education	2005-2009 School of Information Technology, **Software Engineering** major
	            Mae Fah Luang University(**English Program**), Chiang Rai **3.63 (1st honor)**
	 2000-2004 Math-Science Program , Phadungpanya School, Tak, Thailand 3.34
	 2003-2004 Russian History and Literature, Nizhny Novgorod School No.85,
	            Nizhny Novgorod Region, Russia(AFS Exchange Student) Grade: 4/5

Awards	- Be representative of Northern Region for competing the final round of National Software Contest 10th, Year2007 at Siam Paragon Hall in project of **Reality LIVE 24hrs**

Relevant Experiences	**Advisory Center of Mae Fah Luang University** July 2008 – September 2008
	 - **Position**: Tutor as following subjects
	    o Calculus 1 for first year student t(approximately 40 participants)
	    o Information Technology Concept for first year IT Student (approximately 40 participants)
	    o Information Technology Foundation for first year non-IT Student (approximately 350 participants)
	 - **Responsibility**:
	    o Teaching and summarize essential detail for participants
	
	 Teacher Assistant at Mae Fah Luang University
	 for IT Department July 2008 – September 2008
	 - **Position** : Teacher Assistant
	 - **Responsibilities**:
	    o Assist the professors to complete their hand on
	    o Be an assistant during the class to help attendee to catch up lessons
	    o Give Lecture in some topics
	
	 Electronic, Engineering, Computer and
	 Telecommunication Internet (ECTI) May 9-12 2007
	 - **Position**: Head Student Staff Organizer
	 - **Responsibilities**:
	    o Welcome all participants for people who come to give and attend conference
	    o Head Co-Ordinate of each staff's team for good cooperating