

# Chanakan Amornpatchara(Guy)

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## EDUCATION

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### RMIT UNIVERSITY (Australia)

Master of Information Technology (*Current GPA*: 4.00)

July 2023 - Present

### SRINAKHARINWIROT UNIVERSITY (Thailand)

Bachelor of Integrated Tourism Management Innovation

July 2016 - April 2019

## EXPERIENCE

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### Senior Technical Support Consultant (Full-Time, Bangkok | Remote Part-Time, Melbourne) | Insider

Aug 2023 - June 2024

- Provided technical support to B2B clients across APAC, developing **JavaScript**, **HTML**, and **CSS** and resolved over **1,100** Zendesk tickets with a **99.1%** client satisfaction score.
- Led over **25+** technical projects meetings with customer software engineers and marketing leads to gather user requirements, resulting in a **95%** project success rate.
- Fixed, troubleshoot, conducted UAT testing, and customized the Insider SDK for over **40** clients' websites and mobile applications, achieving a **90%** alignment with client specifications.
- Collaborated with product managers, engineers, and QAs to resolve issues and provide solutions to clients using Agile methodology, reducing issue resolution time by **30%**.

Oct 2021 - Sep 2022

### Operational Account Manager (Bangkok, Thailand) | Insider

Mar 2021 – Oct 2021

- Led the integration process between the Insider platform and customer websites and mobile apps. Achieved a 100% client retention rate and a satisfaction score of **4.91** out of **5.00**.
- Provided product training to more than 20 leading companies in Thailand, including those in the banking, insurance, e-commerce, airline, publishing, and hospital sectors. Maintained a portfolio exceeding **\$480K** USD ARR.

### Data Operation Executive, (Bangkok, Thailand) | LineMan WongNai

Apr 2020 - Mar 2021

- Coordinated closely with account management team and restaurant partners to optimize user coupon allocation and daily promotions, leveraging **SQL** queries.

## PROJECTS

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### SOIL Market | React, Sequelize, GraphQL, WebSockets, MySQL (2024)

- Developed a full-stack e-commerce web application with React, GraphQL, and WebSocket for the admin panel.
- Created a RESTful API using Node.js and Express.js to handle client-server communication.
- Implemented Sequelize ORM for MySQL interactions in the backend.
- Developed a pub-sub service and used Chart.js for real-time data visualization on the admin dashboard, unit tests with Jest.

### Music Subscription Service | AWS Services, Python, JavaScript, Bootstrap 5 (2024)

- Deployed a scalable web application on AWS EC2, enabling users to subscribe to and search for songs.
- Developed API endpoints using API Gateway and Lambda functions, interacting with DynamoDB for data persistence.
- Utilized S3 for efficient image storage and implemented Lambda functions to generate pre-signed URLs for secure access.

### Personal Website, Chanakanamorn.com | AWS Services, React, Tailwind CSS (2024)

- Built a serverless personal website leveraging AWS S3, API Gateway, Lambda, DynamoDB, CloudFront, and Route53.
- Responsive user interface using React and Tailwind CSS, showcasing my design and front-end development skills.

### Offline Social Media Post Management Application | Java, JavaFX, JUnit, SQLite (2023)

- Emphasizes object-oriented programming (OOP) principles, desktop application (JavaFX), and testing practices (JUnit).
- SQLite for local data storage and implemented CRUD operations, allowing users to analyze post data through pie charts.

## CERTIFICATES / VOLUNTEERING

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- **AWS Certified Cloud Practitioner Certification, 2024**
- **MLAI Australia Hackathorn Event Volunteer, 2024**
- **AWS RMIT CYBER JAM Challenge, 2023**, Achieved **5th** place in the competition.
- **Telstra - Software Engineering Job Simulation Certificate (Java, Spring Boot, JPA), 2023**

## TECHNOLOGIES

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- **Language:** Java, Python, JavaScript, HTML/CSS, GraphQL, SQL
- **Library & Framework:** React, Node.js, JUnit, Spring Boot, Bootstrap5, TailwindCSS, Sequelize
- **Cloud Skills:** AWS, Linux, Git
- **Tools:** Jira, Trello, VS Code, PyCharm, IntelliJ, Eclipse