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| **KANTHIRA THANANANSIRISUK**  **Age:** 30  **Gender:** Female  **Religion:** Buddhism  **Nationality:** Thai  **Marital Status:** Single  **Mobile Phone:** 099-894-9663  **Email:** kanthira.air@gmail.com  **Address:**  3 Issaraprap Soi 5, Issaraprap Rd., Somdejchaopraya, Klongsan, Bangkok 10600  **expected salary:** 50,000 THB |  |

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| **C O R E C O M P E T E N C I E S** | | | | | | | |
| * Data Analyst | | * Customer Service (Call Center System) | | | * Report Developer | | |
| * Business Analyst | | * Analyst and Perform Change Request of SAP-BPS | | | * Incident Management | | |
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| **P E R S O N A L S U M M A R Y** | | | | | | | |
| * 7 years of experience in IT Organization. * 4 years of experience in IT Customer Service area (Call Center System). * 3 years of experience in Business Intelligence area. * 1 years of experience in support change request of SAP-BPS. * Expertise in SAP-BI, SAP-BO, Tableau, QlikView, Web Intelligence Rich Client and Microsoft SQL Server for reporting and data analysis. * Experience in Business Analyst and Project Management. * Experience in developing websites using PHP and MySQL for Senior Project in a Bachelor's degree and Independent Study in a Master's degree. * Experience in Incident Management. For manage, review, monitor and analyze incidents and service requests trends   (Trends Analysis) and ensure the deliverable is within SLAs. | | | | | | | |
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| **W O R K E X P E R I E N C E** | | | | | | | |
| 🌏 **Data Warehouse Team**  (Siriraj Information Technology Department, Mahidol University) | | | | | | **11/2013 – Present** | |
| * **Data Analyst / Business Analyst / Report Developer**  1. Collecting primary data according to agreed work plan and protocols. 2. Collecting, analyzing secondary data, gathering requirement. 3. Designing format of data source (.csv file or .xls file) that can drill down to detail. 4. Querying data from MySQL database. 5. Create DRS document (Detailed Requirements Summary Sign-Off) and Application Detailed Design Document for confirm analyzing and gathering requirement. 6. Designing and implementing reports using SAP-BI, SAP-BO (Dashboards), Web Intelligence rich client, Tableau, QlikView on DEV (Development Server) that connected data source with Microsoft SQL Server 2008, .csv file and .xls file 7. Transporting requests of report from DEV (Development Server) is where the developer do the customization as per the user's requirement to QAS (Quality Server) is where the developer and user test the customization. 8. Create User Acceptance Test Script Document and UAT Sign-Off Document for confirm implementing reports with user. 9. Handle implementation to CAG meeting (Change Advisory Group) for approval. 10. Transporting requests of report from DEV (Development Server) to PRD (Production Server) is where the live data of the company is recorded and the user will work after reports go live. 11. Coordinating with user or other parties on report work. 12. Contributing to analytical for presentation to CEO  * **Analyst & Perform Change Request of SAP-BPS**  1. Perform change request when the user has required and create related documents. | | | | | | |  |
| 🌏 IT Helpdesk Team  (Siriraj Information Technology Department, Mahidol University)   * **IT Helpdesk Supervisor**  1. Support users when they have problems with hardware or software. 2. Monitor system of IT Helpdesk (Call Center System). 3. Check and Analyze data of trouble ticket. 4. A part of Incident Management Team that resolve cause of problem from data of trouble ticket. 5. Report management and presentation. 6. Plan and coordinate.  * **Incident Management**  1. Manage, review, monitor and analyze incidents and service requests trends   (Trends Analysis) and ensure the deliverable is within SLAs. | | | | | | **02/2009 – 10/2013** | |
| 🌏 Sales Department  (Ma & Chan Co.,Ltd.)   * **Web Administrator & IT support**  1. **Web Administrator** - Manage and update website. 2. **IT support** - Troubleshoot hardware and software. 3. **Sales Coordinator on website.** | | | | | | **09/2008 – 01/2009** | |
| **C O M P U T E R S K I L L S**  **.** | | | | | | | |
| * **Application** | | | **Report Develop**   * SAP-BI * SAP-BO (BOBJ) * Web Intelligence Rich Client * Tableau * QlikView | **Monitor Call Center System**   * Trouble Ticket System * Voice Recorder System (NICE) * IVR (Interactive Voice Response) System * Genesys Voice Platform (Manage call and Reporting) | | | |
|  | | | * Microsoft SQL Server | | | | |
|  | | | **Manage Website**   * Adobe Dreamweaver * Adobe Photoshop * Adobe Illustrator | **Microsoft Office**   * Microsoft PowerPoint   **\*\* Certificate 2010**   * Microsoft Excel / Pivot * Microsoft Word | | * Microsoft Outlook * Microsoft Visio * Microsoft Project | |
| * **Programming** | | | PHP , SQL , HTML , CSS | | | | |
| **E D U C A T I O N** | | | | | | | |
|  | **THAMMASAT UNIVERSITY**  **March 2012 – April 2014** | | | | | | |
| **MSMIS (Master of Science Program in Management Information Systems), GPA: 3.49** | | | | | | |
| **Independent Study:**  **“Management Training System: Case Study on Siriraj Information Technology Training Team”**  This Independent Study is website development on PHP platform with Adobe Dreamweaver and database is connected with MySql. The system be able to   * PR training * Registration * Cancel registration * Pre-test and Post-test * Evaluation * Manage course and class of training * Reporting | | | | | | |
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|  | **BURAPHA UNIVERSITY**  **February 2004 – June 2008** | | | | | | |
| **CIS (Bachelor of Science Program in Computer Information Systems), GPA: 2.78** | | | | | | |
| **Senior Project:**  **“E-Commerce System: Case Study on Herbalife’s Products”**  The project is a web application which is implemented on PHP platform with Adobe Dreamweaver and database is connected with MySql. The system be able to   * Manage product (Add, Edit, Remove) * Manage user (Registration, Log in, Add, Edit, Remove) * Search and Match product * Shopping * Reporting | | | | | | |