

# Isa Phuyuthanon | อีซ่า ภูยุตานนท์

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Highly motivated professional with a passion for delivering customer-focused solutions. Looking to work as a Product Owner. Possessing a strong background in project management within the IT industry, as well as experience working with software development teams. Seeking a dynamic and challenging role with a company that promotes continuous learning and offers a clear career path.

## CERTIFICATES/COURSES

Agile Software Projects ( <i>Coursera</i> )	Product Manager Nanodegree ( <i>Udacity</i> )
<ul style="list-style-type: none"><li>Project management and teamworking, Requirements gathering and specification, User centered design and prototyping and Agile development methodologies.</li><li><i>Final project</i>: Develop a To-do list application for senior.</li></ul>	<ul style="list-style-type: none"><li>Product strategy, Product design, Product development and Product launch.</li><li><i>Final project</i>: Develop a Product Requirements Document (PRD) for Kaiser Permanente Project, an application for preventative care in healthcare.</li></ul>

## EXPERIENCE

Application Support Engineer REFINITIV	JUL 2021 – JULY 2022
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- Provided expert 3rd tier technical support to both internal and external stakeholders, ensuring prompt and effective resolution of customer queries and issues.
- Successfully reduced client waiting time by 80% through efficient troubleshooting and issue reproduction, resulting in increased customer satisfaction and retention.

Software Engineer IGLU	NOV 2020 – JAN 2021
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- Developed and deployed cloud-based applications for clients using AWS EC2 and S3 services.
- Utilized Node.js, TypeScript, React.js, and Redux stack to develop robust and scalable applications for clients.

Analyst Trainee BANGKOK AIRWAYS	SEP 2019 – DEC 2019
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- Conducted data analysis using Python to identify new travel patterns and visualize the data for improved decision-making processes. Help design Power BI dashboards to present findings to senior management.
- Utilized SQL queries to support the executive board and data analytics department in identifying patterns and trends.

ERP Project Coordinator PAN FOOD	JUL 2018 – AUG 2019
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- Led the successful implementation of an ERP system, achieving a 74% user satisfaction score.
- Conducted thorough user interviews to gather requirements and design the company's workflow for the ERP system.

PMO – Coordinator JOHNSON & JOHNSON Thailand	JAN 2017 – JUN 2018
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- Successfully implemented all assigned projects with an 89% success rate.
- Utilized Excel and Trello to plan and communicate and manage projects to successful completion.

Localization Coordinator NETFLIX	SEP 2014 – DEC 2016
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- Led the Southeast Asia localization project, overseeing the translation and QA/QC of documentaries, movies, and series.
- Collaborated with the developer team to gather issues and provide feedback for the internal translation program.

## EDUCATION

GOLDSMITHS, UNIVERSITY OF LONDON Bachelor of Computer science	OCT 2020 – AUG 2024 (Expected)
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UNIVERSITY OF THE PEOPLE Bachelor of Science in Business Administration	MAR 2017 – DEC 2019
<ul style="list-style-type: none"><li>Cumulative GPA: 3.32</li></ul>	