

# ISA PHUYUTHANON | อีซ่า ภูยุตานนท์

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With a proven track record in IT and a diverse background project coordination, software development, and application support engineering, I am excited to apply for the role of Product Owner. With a strong attention to detail and a collaborative approach to teamwork, I thrive in environments that require innovation and creative problem-solving. I hold a bachelor's degree in Business Administration and am currently pursuing a second bachelor's degree in Computer Science to further enhance my technical skills.

## EXPERIENCE

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Application Support Engineer JUL 2021 – JULY 2022  
REFINITIV

- Provide 3rd tier technical support to internal and external stakeholders
- Perform troubleshooting, reproduces, and resolve customer's query, shorten client waiting time by 80%

Junior Cloud Developer NOV 2020 – JAN 2021  
IGLU

- Helps client develop an application on AWS cloud EC2 and store data on AWS S3
- Uses AWS CloudFormation, AWS State Machine, AWS Lambda technology to develop an application
- Using following stack to develop an application: Node.js, TypeScript, React.js and Redux

Market Research and Data Analyst Trainee SEP 2019 – DEC 2019  
BANGKOK AIRWAYS

- Finding new travel pattern and visualize it's data by Python and helps with Power BI dashboard design
- Perform SQL queries to support the executive board's decision and data analytic department for pattern finding

ERP Project Coordinator JUL 2018 – AUG 2019  
PAN FOOD

- Successfully implemented an ERP system a score of 74% in user's satisfaction and overall software implementation
- Gather requirement, design company's workflow from the users and design an application alongside developers

PMO – Coordinator JAN 2017 – JUN 2018  
JOHNSON & JOHNSON Thailand

- Responsible for assigned project implementation, has successfully completed all projects with 89% successful rate.
- Plan and communicate with an internal stockholder by using Excel, Trello to align goals and manage projects.

Localization Coordinator SEP 2014 – DEC 2016  
NETFLIX

- Responsible for Southeast Asia localization project; translates, QA/QC documentaries, movie, and series from English to Thai as well as develop workflow and recruit new translator
- Help and gather issues for internal translation program and communicate with developer team.

## EDUCATION

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GOLDSMITHS, UNIVERSITY OF LONDON OCT 2020 – AUG 2024 (Expected)  
Bachelor of Computer Science

UNIVERSITY OF THE PEOPLE  
Bachelor of Science in Business Administration MAR 2017 – DEC 2019

## SKILLS

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Language skills: English: Intermediate, Thai: Native, currently learning French.

Computer Literacy: Python, SQL, Microsoft Word, Excel, and PowerPoint.

Soft skills: Worked effectively in teams and alone with minimal supervision and made every effort to communicate. I strive to provide data-driven insights with each team I work with and have an investigative attitude.