

# Jaronchai Dilokkalayakul

Data Engineer, Engineering Student

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## EXPERIENCE

### Data Engineer, IBM 🔗

June 2023 – present

- Developed and deployed a domain-specific, fine-tuned customer service chatbot using Large Language Models (LLM) from extensive industry-specific data to optimize call center services for a leading bank in Thailand.
- Successfully executed an enterprise-scale data migration project for the banking industry, leveraging a robust awk-based framework, resulting in minimal downtime and allowing the bank to serve customers more efficiently
- Utilized advanced prompt engineering techniques to fine-tune an LLM model, elevating it to an advanced API for seamless information extraction and formatting. This transformation led to accelerated decision-making processes.
- Demonstrated excellence by participating in the IBM WatsonX Challenge 2023, implementing a WatsonX Assistant, revolutionizing the customer service process, and contributing to enhanced service delivery.

### Junior AI Researcher, Thai-Nichi International College 🔗

November 2022 – April 2023

- Designed and developed an image processing machine-learning iOS app within the Data Science and AI Laboratory.
- Developed and fine-tuned various neural network models, resulting in a 20% increase in application accuracy.
- Seamlessly integrated Keras neural network models into the native iOS development environment using CoreML.
- Conducted testing and simulation of various architectures within the application, enhancing model robustness.

### Computer Laboratory Assistant, Thai-Nichi International College 🔗

March 2021 – April 2023

- Designed and executed hands-on IoT and Programming lab stations within the Digital Engineering Laboratory
- Maintained the optimal functionality of laboratory stations, ensuring uninterrupted access for over 300 students.
- Demonstrated subject matter expertise in IoT, offering comprehensive guidance and practical technology exposure.

### Teaching Assistant, Thai-Nichi International College 🔗

November 2021 – March 2022

- Collaborated with the instructor to deliver course content effectively for the Engineering Mechanical Design course
- Demonstrated proactive involvement by designing and administering assignments that encouraged active learning.
- Orchestrated the operation of the lab's 3D printer, optimizing its utilization and providing technical assistance.

## EDUCATION

### Digital Engineering (B.Eng.), Thai-Nichi International College 🔗

July 2020 – March 2024

- 3.95 / 4.00 GPA | First-ranked student in the program and full scholarship holder (covering 100% of tuition fees)
- International Student Council (ISC) active contribution and demonstrated leadership through volunteer work
- Department Representative, impactful community outreach initiatives in collaboration with professors and faculty.

## AWARDS

### Certificate of Academic Excellence in 2020 and 2021, Thai-Nichi International College

In recognition of outstanding academic performance, achieving the highest GPA in the program in 2020 and 2021

## SKILLS

**Technical Skills** (Data Engineering, Machine Learning, Data Analytics, Python, R-Programming, Artificial Neural Networks, TensorFlow, Keras, Scikit-Learn, CoreML, Data Visualization Libraries, Cloud Computing and Architecture)

**Managerial Skills** (Software Development Lifecycle, Waterfall Model, Agile Methodologies, Gantt Chart, Kanban)

**Soft Skills** (Organization, Consulting, Time management, Creativity, Communication, Teamwork, Collaboration)

**Life Skills** (Productivity Optimization, Digital Illustration, Fingerstyle Guitar, Marathon Running)

## CERTIFICATES

Enterprise Design Thinking Co-Creator 🔗 (IBM) | Cloud Digital Leader 🔗 (Google) | Cloud Core 🔗 (IBM)

IBM Garage Essentials 🔗 (IBM) | IBM Applied AI Professional 🔗 (IBM) | Notion Setting & Sharing 🔗 (Notion)

Oracle Cloud Infrastructure Certified Associate 🔗 (Oracle) | IELTS 🔗 (Overall 7.5) | View All 🔗