Nichanun (Luck)

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Product Owner and Project Manager with 5+ years of combined experience delivering digital products in e-commerce, insurance, gaming, and IT services. Skilled in Agile/Scrum, backlog prioritization, and stakeholder management, achieving 20% higher user retention and 30% faster release cycles. Experienced in managing $1M budgets and coordinating 30+ staff and vendors. Technically fluent in JavaScript, PHP, SQL, Python, AWS, and Docker, bridging business goals and engineering execution

SKILLS

Agile & Product Management: Product Backlog Management, User Stories & Acceptance Criteria, Roadmap Planning, Sprint Leadership (Scrum/Kanban), Software development life cycle (SDLC), Waterfall
Project Management Tools: Jira, Confluence, Microsoft Project, Smartsheet, Asana, Trello
Analytics & Data: SQL, Google Analytics, Tableau/Power BI, A/B Testing, AppsFlyer, KPI Tracking, Machine Learning
Design & Prototyping: Figma, Miro, Wireframing, User Journey Mapping
Soft Skills: Leadership, Communication, Stakeholder Management, Prioritization, Problem-Solving
Technical Knowledge: JavaScript (React, Node.js), Python, SQL, PHP (Laravel), C#; MySQL, PostgreSQL, MongoDB; AWS, Docker, REST APIs; GitHub, Postman

WORK EXPERIENCE

Product Owner | Talaadthai Online [Fruit and Vegetable Delivery Application]   **Jan 2023 – Jul 2024**
- Led Agile/Scrum processes across 40+ sprints, including sprint planning, daily stand-ups, weekly meetings, and retrospectives, delivering bi-weekly app releases and achieving 99% of product goals.
- Planned and prioritized a backlog of 200+ features for a team of 10 engineers, aligning with company strategy and business objectives, increasing release efficiency by 30% and boosting monthly active users by 20%.
- Partnered with designers to enhance UX/UI for web and mobile apps, resulting in a 20% increase in user retention and higher customer satisfaction scores.
- Managed relationships with third-party vendors to ensure smooth e-commerce operations, reducing service downtime by 20% and improving order fulfillment efficiency.

Project Manager | The Viriyah Insurance Public Company limited [Insurance company]   **Sep 2021 – Jan 2023**
- Managed end-to-end delivery of 10+ IT projects from initiation to closure, ensuring on-time and on-budget execution.
- Oversaw budgets of up to $1M, handling forecasting, expense reporting, risk management, and status reporting.
- Coordinated with 20+ stakeholders to define timelines and align deliverables across 5 departments.
- Negotiated pricing, timelines, and services with 5+ external vendors, achieving cost savings of 15%.
- Directed and supported 30+ internal staff and contractors throughout the project lifecycle.

Project Manager | Shareinvestor (Thailand) Co., Ltd. [Software house]   **Oct 2019 – Sep 2021**
- Created and implemented detailed project plans, ensuring 100% of key deliverables met standards and deadlines.
- Led sprint planning, daily scrums, reviews, and retrospectives, coaching team to achieve 95% sprint goal completion.
- Monitored progress across 25+ software projects and collaborated with 35+ engineers to implement changes that boosted delivery efficiency by 20%.

Full-Stack Developer | Gerena Online (Thailand) Co., Ltd. [Online game company]   **Mar 2018 – Sep 2019**
- Delivered a website supporting 30+ E-Sport competitions, engaging over 500K users.
- Implemented a gifting feature with API integration and Redis caching, boosting user satisfaction by 20%.
- Worked with PMs and designers to turn business requirements into scalable solutions with React, PHP (Laravel), and SQL.

Cloud Developer | MFEC public company limited. [IT service provider]   **Sep 2017 – Feb 2018**
- Consulted with 10+ clients and cross-functional teams to design, develop, and deploy solutions across on-premises and AWS cloud environments, improving project delivery efficiency.
- Built web applications using AWS serverless architecture (Lambda, S3, DynamoDB), reducing infrastructure costs by 30%.

Assistant Supervisor Software Developer | Food Passion Co., Ltd. [Food company]   **Jul 2013 - Aug 2017**
- Developed and maintained 10+ web, supporting critical business functions and increasing operational efficiency by 25%.
- Implemented web procurement, *Fixed Asset Management*, Employee Portal, reduced manual processes and cut costs by 20%.
- Led and managed a technical project team of 6 developers, ensuring 100% on-time project delivery.
- Created proposals and manuals and conducted workshops to support adoption of new systems by 500+ end-users.

VOLUNTEER EXPERIENCE

Full Stack Developer | AI Summit Vancouver   **Jun 2025 – Present**
- Built event website features and implemented a QR code check-in system, streamlining attendee registration for 500+ participants using AI developer tools.

EDUCATION

Post-degree Diploma of Data Analytics | Douglas College (3.76)   **2025 (Aug)**
Master of Management, Entrepreneurship, and Innovation | Mahidol University (GPA 3.62)   **2022**
Bachelor of Science, Information Technology | Dhurakij Pundit University (GPA 3.07)   **2012**

CERTIFICATION AND TRAINING

Google Advanced Data Analytics Specialization   **2024**
AppsFlyer Master Class Certified   **2023**
Google UX Design Professional Certificate   **2023**
AWS Certified Developer – Associate   **2017**