Pichitapat Charoendhammatad
Business Analyst

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website : github.com/pichitapat/Portfolio

PROFILE

Solution Implementation Specialist with 1+ years of experience transforming business requirements into practical digital solutions through hands-on low-code app development, automated workflows, and data analysis that reduced processing time by 40%. Experienced in AI chatbot and CRM in contact center operations, with strong collaboration and problem-solving skills, and eager to learn and contribute to team success.

SKILLS & PROFICIENCIES

Technical skills: Microsoft Power Apps & Power Automate & Power BI, CRM tools, API & JSON (Basic), SQL, Python (Pandas,Scikit-learn, Matplotlib), JavaScript (Basic)

Language skills: Thai (Native), English (TOEIC 790)

EXPERIENCES

Solution Implementation Specialist, Transcosmos (Thailand) Co., Ltd,   Jan 2023 - Present

- Designed and implemented an automated workflow that centralized order management and reporting, reducing processing time by 40%.
- Developed end-to-end business apps, data structures, and dashboards to improve business processes and analyze sales and call-center performance.
- Led an AI Chatbot and AI Tutor for call center by collaborating with the Korea development team, initiating and testing prompts, and integrating user feedback to enhance AI accuracy.
- Conducted and advised on data-cleaning processes to ensure reliable datasets for analysis and reporting.
- Built a partnership with global enterprise company Zendesk, managing pre-sales activities and full implementation testing while researching the CRM market to advise the sales team on the most suitable system based on functional comparisons.

PROJECTS

Credit Approval / Machine Learning and Time Series Analysis Course   Jun 2022 - Sep 2022

- Developed a predictive model using the 'loan applications dataset' to screen loan acceptances and gain financial insights, informing future strategies for managing loan lending. Conducted Exploratory Data Analysis (EDA) by doing features engineering and data preparation.
- Trained, evaluated, and fine-tuned ML models to identify the best-performing model

First runner-up in Legal Business Case Competition, Legal Tech   Nov 2021 - Feb 2022

- Conducted research to address issues related to a class-action lawsuit and gathered requirements involving the aggregation of individuals with similar legal claims
- Developed an effective solution for the customer to develop an A-class application that can build a reliable community for the victims and identified a suitable technology in our process

EDUCATION & CERTIFICATE

IBM Data Analyst Professional Certificate   Dec 2023
IBM Data Analyst Capstone Project / Coursera

Chulalongkorn University   Aug 2019 - Aug 2023
Bachelor of Chemical Engineering

Machine Learning and Time Series Analysis, Chulalongkorn University   Jun 2022 - Sep 2022
Lifelong Learning Program / Computer Engineering