



Patboke Jitthamma

QA Automation | Software Quality Specialist

📍 Bangkok, 11110 Thailand 📞 (+66)86 134 1813

✉ patboke.jit@gmail.com

🔗 <https://github.com/pjitthamma>

🔗 www.linkedin.com/in/patboke-jitthamma-97671bb3

PROFESSIONAL SUMMARY

Dedicated QA Automation & Software Quality Specialist with **7 years in software testing, including 6 years focused on automation**. Skilled in building test automation frameworks, optimizing QA processes, and enhancing software reliability. Strong in cross-team collaboration and problem-solving, delivering efficient, high-quality solutions in dynamic environments.

Recently completed a Master's in Web Engineering, focusing on enhancing user experience through automation and AI-driven testing. Always eager to tackle new challenges and contribute to high-impact projects.

SKILLS

Programming & Development

- Languages: C#, JavaScript (React, TypeScript), Python, SQL

Test Automation & QA

- Testing Tools: Selenium, Appium, Cypress, Robot Framework
- Test Strategies: Unit Testing, Smoke Testing, Regression Testing, API Testing (Postman, REST API, GraphQL)
- Performance & Monitoring: Kibana, Grafana

CI/CD & DevOps

- Tools: TeamCity, Jenkins, GitHub Actions, Docker
- Cloud & Infrastructure: Selenium Grid Hub/Node, Google Cloud, AWS

Project Management & Collaboration

- Agile/Scrum Tools: Jira, Confluence, Zapier
- Communication Tools: Slack, WebEx

UX/UI & Web Technologies

- UI Testing & Debugging: Figma, HTML/CSS, Web Analytics Debugging, A/B Testing

Soft Skills

- Mentoring & Leadership: QA training, knowledge sharing
- Cross-Team Collaboration: Working with developers, designers, and product teams
- Process Improvement: Driving automation efficiency

EDUCATION

Master of Science | Web Engineering

12/2021 to 02/2025

Technische Universität Chemnitz, Chemnitz, Germany

Thesis: Evaluating User Experience by Integrating Chatbots with

Graphical Web Interfaces

- Researched and developed an integrated solution **combining GUIs with chatbots AI** to enhance user interaction.
- Conducted usability evaluations to analyze the impact on user satisfaction and engagement.
- Implemented solutions using **React.js, TypeScript, Rasa Chatbot API, and Intro.js** to enhance automation and user experience in e-commerce applications.

Research & Projects:

- Understanding User Behavior in Flight Booking Websites (Empirical Software Engineering).
- Automatic Generation of User Interfaces (Web Engineering Seminar).
- ACROSS European Cross-border University Simulation (Planspiel Web Engineering).

Bachelor of Science | Multimedia, Information & Communication Technology *03/2011 to 05/2015*

Mahidol University, Nakhonpathom, Thailand

Projects & Activities:

- VR-Based Aerial Bomb Assembly Simulator (ACDT2015, Thailand).
- ICT Student Exchange Program 2014 (Technische Universität Chemnitz, Germany).
- Microsoft Student Partners 2012 (PR & Ads Support).

WORK HISTORY

LEAD QA AUTOMATION ENGINEER

04/2019 to 09/2021

Allianz Technology Thailand Co., Ltd. | Bangkok, Thailand

(2y 6m)

- Led **front-end automation**, managing **test planning, regression cycles**, and **bug tracking** using **Jira** and **Zapier**, ensuring test coverage and UI stability.
- **Developed** and maintained **Selenium (C#)** automation scripts, implementing **cross-browser** and **multi-language** automation through parallel sprints for updates and regression testing.
- **Managed** an **automation project** with a **team of 4**, overseeing development, execution, and **technical advising** to enhance QA automation skills and testing efficiency.
- Led **knowledge-sharing** sessions with the Indian QA team via WebEx and presented Angular automation solutions to a French client, securing further project engagements.
- **Developed** a POC for Mobile Email Security Automation (**Robot Framework**), securing a project assignment for BKK base.
- Handled urgent tasks while balancing workload across multiple teams, collaborating with developers, product owners, and designers to maintain software quality.

SENIOR QA AUTOMATION ENGINEER

12/2018 to 04/2019

Wild Sky Media Co., Ltd. | Bangkok, Thailand

(5m)

- Led **front-end automation** using **Selenium (C#)** to improve website media testing.
- Drove test **automation innovations** to enhance efficiency and reliability.
- **Developed** automated test scripts for **UI/UX validation**.
- Ensured compliance with **Google Ads** measurement standards.
- Conducted QA **automation training** for internal teams.
- Supported **cross-time zone collaboration** for QA processes.
- **Assisted** in the **interviewing** and **hiring** process for new QA engineers.

QA AUTOMATION ENGINEER

07/2015 to 12/2018

Agoda Co., Ltd. | Bangkok, Thailand

(3y 6m)

- Led **front-end testing**, while also working with **backend APIs**, **mobile websites**, and **databases**, ensuring seamless integration and functionality.
- **Developed** automated tools that generated significant revenue for the IT department, including **multilingual website automation** for non-IT teams, preventing website-breaking incidents.
- Designed and implemented **end-to-end, regression, and cross-browser test plans** using **Jira**, while developing **Selenium (C#) automation scripts** and managing **Selenium Hub/Node Services**.
- **Implemented** and debugged **REST API testing** with **Postman**, while troubleshooting **website analytics, HTML, and MVC .NET applications**.
- Managed **TeamCity** environments, modifying build steps (PowerShell, dependencies, artifacts) and conducting **deployment sign-offs**, verifying package readiness, and monitoring errors (**Kibana, Grafana**).
- **Developed API automation** using **Google Cloud**, reducing machine maintenance costs and regression time, while building **cross-browser automation (Chrome, IE, Safari)** and optimizing proxy configurations for efficient releases.
- Created and enhanced automated **monitoring tools** for **regression tracking, email bug reporting, and alerts (MVC .NET, C#)**, improving QA efficiency.
- **Mentored** junior QA engineers and worked in **Agile/Scrum** environments, collaborating with developers, product owners, and designers to deliver high-quality software while managing urgent tasks and tight deadlines.

LANGUAGES

English

Upper intermediate (B2)

German

Elementary (A2)