Patboke Jitthamma

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SUMMARY

Experienced QA Automation Specialist with 7 years in Automated Testing, QA, and Web Engineering. Proven track record in developing scalable automation frameworks, streamlining QA processes, and improving product reliability. Skilled in test strategy, CI/CD integration, and cross-functional collaboration. Led a year-long automation project, supervising a QA team to guide development, execution, and technical improvements, increasing team capabilities and testing efficiency.

SKILLS

- **Test Automation**: Selenium, Robot Framework, Appium, Playwright *(exploring)*, Cypress *(exploring)*
- **Programming**: C#, JavaScript, Python, SQL, HTML/CSS
- **CI/CD**: TeamCity, Jenkins, Docker, GitHub Actions *(exploring)*, Selenium Grid Hub/Node, Google Cloud, AWS
- **Project Management**: Jira, Confluence, Zapier, Figma, TestRail *(exploring)*

EDUCATION

- **Technische Universität Chemnitz** — Chemnitz, Germany
  Master of Science in Web Engineering — GPA: 1.8 (German grading system) — *Dec 2021 - Feb 2025*

- **Mahidol University** — Nakhon Pathom, Thailand
  Bachelor of Science in Information and Communication Technology — GPA: 2.7 — *Mar 2011 - May 2015*

EXPERIENCE

- **Principal QA Engineer** — Bangkok, Thailand
  NEOZO GmbH — *May 2025 - Current*
  - Development and execution of comprehensive QA strategies, ensuring alignment with project goals and timelines.
  - Oversee the creation and maintenance of automated and manual testing frameworks to enhance product reliability and performance.
  - Collaborate with cross-functional teams to define quality standards and ensure adherence throughout the software development lifecycle.
  - Stay abreast of industry best practices and emerging technologies to continually refine QA methodologies.

- **Software Developer & Project Management** — Chemnitz, Germany
  Technische Universität Chemnitz — *(3y) Jan 2022 - Jan 2025*
  - **Master Thesis**: "Evaluating User Experience by Integrating Chatbots with Graphical Web Interfaces" Developed an integrated solution combining GUIs with AI-driven chatbots to enhance user interaction. Assessed user satisfaction and engagement through usability evaluations. Implemented using React.js, TypeScript, Rasa Chatbot API, and Intro.js to optimize automation and UX in e-commerce.
  - **Research and Projects**: Explored user behavior, UI automation, and cross-border collaboration. Analyzed UX challenges in flight booking websites (Empirical Software Engineering). Researched automated UI generation for improved efficiency (Web Engineering Seminar). Applied project management skills, including brainstorming, requirement analysis, and stakeholder pitching, in the ACROSS European Cross-border University Simulation.

- **Senior QA Automation Engineer** — Bangkok, Thailand
  Allianz Technology Thailand Co., Ltd. — *(2y 6m) Apr 2019 - Sep 2021*
  - **Spearheaded front-end automation** by managing test planning, regression cycles, and bug tracking (Jira & Zapier), ensuring comprehensive test coverage and UI stability.
  - **Designed and maintained Selenium (C#) automation scripts**, enabling cross-browser and multi-language testing. Improved regression test coverage across parallel sprints.

- - **Supervised an automation project with a team of four**, guiding development, execution, and technical improvements to enhance QA automation skills and testing efficiency.
  - **Conducted knowledge-sharing** sessions with the International QA team and showcased Angular automation solutions to an international client, securing further project engagements.
  - **Developed a proof of concept** for Mobile Email Security Automation (Robot Framework), leading to a dedicated project implementation and improved email security testing.
  - Managed urgent tasks while coordinating across multiple teams in an **Agile/Scrum environment**. Worked closely with developers, product owners, and designers through sprint planning, daily stand-ups, and retrospectives to maintain software quality and drive continuous improvement.

- **Senior QA Automation Engineer** Bangkok, Thailand
  Wild Sky Media Co., Ltd. *(5m) Dec 2018 - Apr 2019*
  - **Implemented front-end automation** with Selenium (C#) to enhance website media testing.
  - **Introduced test automation innovations** to improve efficiency and reliability.
  - Created automated test scripts for **UI/UX validation.**
  - Implemented test cases to validate adherence to Google Ads measurement standards for ad performance and tracking.
  - **Conducted QA automation training** for internal teams.
  - Facilitated cross-time zone collaboration for QA processes.
  - Contributed to the **interviewing and hiring process** for new QA engineers.

- **QA Automation Engineer** Bangkok, Thailand
  Agoda Co., Ltd. *(3y 6m) Jul 2015 - Dec 2018*
  - **Executed front-end testing while integrating backend APIs**, mobile websites, and databases to ensure seamless functionality.
  - **Developed automated tools** that significantly boosted IT department revenue, including multilingual website automation for non-IT teams, preventing critical website failures.
  - Designed and implemented end-to-end, regression, and cross-browser test plans in Jira, while developing Selenium (C#) automation scripts and managing Selenium Hub/Node Services.
  - Configured and debugged REST API testing in Postman, troubleshooting website analytics, HTML, and MVC .NET applications to improve system stability.
  - Administered TeamCity environments, refining build steps (PowerShell, dependencies, artifacts), conducting **deployment sign-offs**, verifying package readiness, and monitoring errors (Kibana & Grafana).
  - **Developed API automation using Google Cloud**. Optimized automation infrastructure, reducing maintenance costs and regression testing time while enhancing cross-browser test coverage (Chrome, IE, Safari).
  - **Built and enhanced automated monitoring tools** for regression tracking, email bug reporting, and alerts (MVC .NET, C#), increasing QA efficiency.
  - Mentored junior QA engineers in **Agile/Scrum methodologies** by providing technical guidance and best practices for test automation.

LICENSES & CERTIFICATIONS

- **Embedded System Technology** Issued Date: Apr 2014
  Technische Universität Chemnitz

- **Application Security and Secure Coding Training** Issued Date: Jan 2018
  .NET Professional

LANGUAGES

- **English**: Professional working proficiency (C1)
- **German**: Basic proficiency (A2)
- **Thai**: Native proficiency