Patboke Jitthamma

https://pjitthamma.netlify.app
https://www.linkedin.com/in/pjitthamma/

Email : patboke.jit@gmail.com
Mobile : (+66) 86-134-1813
Bangkok, Thailand

SUMMARY

Experienced QA Automation Specialist with **7 years in Automated Testing**, QA, and Web Engineering. Skilled in developing scalable automation frameworks, streamlining QA processes, and improving product reliability. Expertise in test strategy, CI/CD integration, and cross-functional collaboration. Passionate about optimizing software quality through automation and innovation.

SKILLS

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

EDUCATION

- **Technische Universität Chemnitz** — Chemnitz, Germany
  Master of Science in Web Engineering — GPA: 1.4 (German grading system) — *Dec 2021 - Feb 2025*

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

EXPERIENCE

- **Software Deverloper & 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 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 automation scripts** Selenium (C#), enabling cross-browser and multi-language testing through parallel sprints for updates and regression testing.
  - **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), resulting in a project assignment.
  - 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 uphold 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.**
  - Ensured adherence to Google Ads measurement standards.
  - **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 using Jira, while developing Selenium (C#) automation scripts and managing Selenium Hub/Node Services.
  - Configured and debugged REST API testing (Postman), troubleshooting website analytics, HTML, and MVC .NET applications to enhance 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**, reducing machine maintenance costs and regression time, while optimizing cross-browser automation (Chrome, IE, Safari) and proxy configurations for efficient releases.
  - **Built and enhanced automated monitoring tools** for regression tracking, email bug reporting, and alerts (MVC .NET, C#), increasing QA efficiency.
  - Guided junior QA engineers while working in **Agile/Scrum environments**, collaborating with developers, product owners, and designers to deliver high-quality software, managing urgent tasks, and meeting tight deadlines.

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)   • **Thai**: Native proficiency
- **German**: Basic proficiency (A2)