

Sharlene Ruangsuan

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Summary | Entry-level ICT Business Analyst and QA Analyst with a Master of Information Technology and hands-on experience in requirements elicitation, user stories, test case design, and system validation, and Agile delivery through academic and practical projects. Strong analytical and communication skills, and quality assurance capabilities to ensure systems meet business and user requirements. Seeking open professional opportunities in the ICT industry and continuing to grow.

Education

Flinders University

Tonsley, SA

Master of Information Technology (GPA 6.5/7)

July 2022 – June 2024

Relevant Coursework: Software Development Life Cycle, Computer Science, Human Factors, Database Management, Data Science, DevOps, Software Testing and Quality Assurance, ICT Project Management

Silpakorn University

Thailand

Bachelor of Arts

May 2010 – February 2014

Skills

Business Analysis: Requirements elicitation, Stakeholder communication, Acceptance criteria, UAT support

Programming Languages: HTML, CSS, JavaScript, Python, SQL

UI/UX Design: Wireframing, Prototyping, Usability, Accessibility, Graphic Design

Tools: Azure, Spreadsheet, Excel, Figma, Photoshop, Illustrator, Canva, Visual Code Studio

Certificates: Google UX Design Specialization

Projects

Committee Board Management System Web Application

Role: Business Analyst | Master's Degree Project

- Gathered and analyzed requirements to create Software Requirements Specifications, including user stories, diagrams, and created wireframes UI/UX Design on Figma.
- Experienced in SDLC with Agile development methodologies, working closely with clients and development team. Utilized Azure project management tools to track progress and ensure timely delivery of each sprint.
- Validated delivered functionality against documented requirements and user stories, contributing to successful sprint completion and positive user feedback.

Cinema Booking UI Testing

Master's Degree Project

- Designed and planned test case strategy for a Cinema booking system based on System Requirements.
- Conducted system testing using the Black-Box approach to verify the UI functionality, recorded test results in Excel, and provided recommendations for system improvements to enhance accuracy and efficiency.
- Practiced Unit Testing using JUnit as a method for verifying system functionality at the code level.

Experiences

Hilton Adelaide

Adelaide, SA

Catering Assistant

August 2022 – Present

- Coordinated event operations in a high-volume environment, ensuring requirements were met and issues were resolved efficiently through cross-team communication.
- Collaborate effectively with the multicultural team to deliver exceptional experiences, resolving issues promptly and maintaining smooth event operations through strong communication and problem-solving skills.

Gram Café and Pancakes Australia

Sydney, NSW

Supervisor

March 2020 – April 2022

- Trusted to manage the store's operations, ensuring procedures were followed correctly from opening to closing and providing staff training. Managed inventory ordering and stock control, efficiently staying within budget.
- Assisted various sections in ensuring smooth operations, proactively handled unexpected issues, and delivered a positive customer experience.

Subtitle Translator (English - Thai)

Freelance

Remote
2016 – Present

- Translated and quality-checked subtitles for streaming platforms in compliance with strict linguistic, timing, and formatting guidelines.
- Interpreted content requirements and style guides accurately to ensure consistency across episodes and releases.
- Managed multiple projects with tight deadlines while maintaining high accuracy and attention to detail.

BEC-TERO Entertainment (Live Nation Thailand)

Web Administrator and Digital Content Editor

Bangkok, Thailand
February 2015 – March 2018

- Collaborated with the development team to maintain and improve the company's website. Designed user interfaces according to project themes and requirements.
- Implemented SEO strategies and analyzed customer behavior data using Google Analytics.
- Planned and developed marketing content. Collaborated with influencers and KOLs, successfully building the company's Twitter follower base over 10K in a short time frame.