

Sharlene Ruangsuan

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Education

Flinders University

Tonsley, SA

Master of Information Technology (GPA 6.5/7)

June 2024

Relevant Coursework: Software Development Life Cycle, Computer Science, Human Factors, Database Management, Data Science, DevOps, Artificial Intelligence, Software Testing, Information Security, ICT Project Management

Silpakorn University

Bangkok, Thailand

Bachelor of Arts

February 2014

Skills

Business & Data: Business Analysis, Data Analysis, Data Visualization, Project Coordinating, Digital Marketing

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

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

Tools: Excel, Spreadsheet, Figma, Photoshop, illustrator, Canva, Azure, Visual Code Studio, IntelliJ IDEA, Playwright

Certificates: Google UX Design Specialization

Experiences

Crowne Plaza Hotels and Resorts

Adelaide, SA

Food and Beverage Attendance

April 2022 – Present

- Effectively handled different roles across hotel outlets, including the Restaurant, Bar, and In-Room Dining, while maintaining high performance, high standards of service quality, and adhering to hotel policies and procedures.
- Well-communicated within the team to ensure attractive operations and demonstrated strong problem-solving skills in handling unexpected situations.

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 problem-solving, and delivering a positive customer experience.

BEC-TERO Entertainment (Live Nation Thailand)

Bangkok, Thailand

Web Administrator and Digital Content Editor

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.

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.
- Successfully developed the web application and achieved a good user experience.

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.