

Sharlene Ruangsuwan

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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, Artificial Intelligence, Software Testing, Information Security, ICT Project Management

Silpakorn University

Thailand

Bachelor of Arts

May 2010 – 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, Accessibility, Graphic Design

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

Certificates: Google UX Design Specialization

Experiences

Hilton Adelaide

Adelaide, SA

Catering Assistant

August 2022 – Present

- Deliver effective service during local and major events in South Australia, ensuring timely and professional support to meet client expectations and maintain the hotel's brand standards.
- 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 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 over 10K in a short time frame.

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.