Sharlene Ruangsuwan

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Education

Flinders University   Tonsley, SA
Master of Information Technology (GPA 6.5/7)   *June 2024*
Relevant Coursework: Software Development, Computer Science, UX Design, Database Management,
Data Science, DevOps, Cloud Computing, Software Testing, Information Security

Silpakorn University   Bangkok, Thailand
Bachelor of Arts   *February 2014*

Skills

Business & Data: Business Analysis, Data Analysis, Project Coordinating, Marketing, SEO
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
Certificates: Google UX Design Professional Completed Modules (Coursera)

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 delivered 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
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 Agile development methodologies, working closely with clients and the 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.

Miss Thailand World 2016 Website
Web Administrator
- Collaborated with the development team to create a new, user-friendly website, enhancing the online presence of the Miss Thailand World 2016 pageant.
- Strategically planned web directories and designed wireframes to ensure intuitive navigation and a seamless user experience.
- Developed and implemented a comprehensive digital marketing strategy, applying social media and online platforms to effectively promote the event and engage with a target audience.