

Sharlene Ruangsuwan

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Summary | Entry-level ICT Business Analyst and Product Owner with a Master of Information Technology and hands-on experience in requirements elicitation, user stories, wireframing, and Agile delivery through university and industry projects. Strong stakeholder communication skills with a background in digital platforms and data analysis. 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, 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.