

Sippakorn Saeiao

ENGINEERING MANAGER · LEAD SOFTWARE ENGINEER

Ratchathewi, Bangkok, THAILAND

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"Simplicity is prerequisite for reliability. - Edsger Dijkstra"

Summary

Software engineer with over ten years of experience developing robust, secure, high-throughput, and highly available systems for the financial and insurance industries. I am passionate about designing and implementing a high-quality, performance-oriented solution architecture for mission-critical systems. My experience spans the entire software development life cycle (SDLC), including ten years in design and development, five years in automated testing, and two years in delivery toolchain enablement. In particular, I have over ten years of hands-on coding experience with C, C++, Java, and Python and four years of concentration on enterprise-scale C++ and C# projects. I have a solid foundation in underlying operating systems, algorithms, and complexity analysis. Besides technical skills, I have acquired additional skills in people management, process improvement, change management, effective communication, and public speaking. Practical knowledge in software engineering of financial data platforms and a strong background in engineering management are two vital components for success in the Lead Software Engineer position.

I am eager to leverage my software production expertise to create value for the company. I am enthusiastic about leading my team to success by enhancing product quality, streamlining processes, and fostering teamwork.

Experience

Liberty Mutual Insurance Group (LMG Insurance PLC.)

Bangkok, THAILAND

ENGINEERING MANAGER - CLAIMS AND OPERATIONS

Jun 2023 - Present

- Everything that matters.
- Design and develop solutions that serve business unit demands, including analyzing functional requirements, modeling architectures using C4 diagrams, conducting threat modeling, performing privacy impact assessments, and authoring technical documents.
- Manage three squads during the past year to successfully deliver four initiatives, including PubAPI migration, External Surveyor Portal, Hospital Portal, and DMS performance enhancement.
- Lead people engagement activity across the department. Committee on the monthly employee experience survey.
- Lead the engineering team to achieve 80% unit test coverage by the end of 2024.
- Led the Engineering Summer Internship Program (SIP2024), allowing students to gain firsthand experience in software development.
- Established standardized ways of working and common practices to achieve engineering maturity level 3 (Defined).
- Identified three performance issues and provided optimal solutions, saving over 50% of staff idle time.
- Coordinated closely with the FinOps team on AWS cost optimization and saved almost 50% on cloud spending.
- Led the squad for the AMCM hackathon (customer churn prediction model).

Allianz Technology (Austria)

Vienna, AUSTRIA

SENIOR FULL-STACK DEVELOPER & TECHNICAL OWNER OF DASH - INODIS

May 2022 - May 2023

- Designed and developed delivery toolchains to enable development teams to manage software releases and stages, resulting in a saving of EUR150 per user per month.
- Collected product backlog, assisted with planning, and maintained code quality, test portfolio, and technical documents for DASH.
- Managed post-delivery incidents, provided root cause and impact analysis, and coordinated to confirm a fixed release plan.
- Organized training for newcomers and new graduates on automation and performance testing topics.

Allianz Technology (Thailand)

Bangkok, THAILAND

SENIOR FULL-STACK DEVELOPER & TEAM LEAD - T&P

Jan 2021 - Apr 2022

- Oversaw a team of two developers and two automation QA engineers working on automated test portfolio development.
- Launched an onboarding process to guide new users in working on the test portfolio, which consisted of preparing a getting started guide, first-day checklist, screencast tutorial, troubleshooting guide, live training session, and code example project repository.
- Conducted performance testing (major release) for two projects and proof of concept for the TeamScale initiative.
- Contributed to Test Automation Framework (TAF) extensions based on TestNG and its test scripts.
- Coordinated an end-to-end automation testing of applications under the GBM program.

ADVANCED FULL-STACK DEVELOPER - ALLIANZ PARTNERS RSA

Jan 2019 - Dec 2020

- Developed a roadside assistance system (RSA), which included a mobile application, web application, and microservices API fully integrated into the global assistance business core system (ABS).
- Committed to tasks, including clarifying the scope of tickets, data modeling, coding, unit testing, and reviewing code.
- Supported QA in setting up an automated test portfolio and created initial test scripts and a common library using RobotFramework.
- Led people engagement activities, including the work-life balance improvement program committee.
- Led performance testing of the roadside assistance system.

Refinitiv (Thomson Reuters)

Bangkok, THAILAND

SOFTWARE ENGINEER - TIME SERIES DATA

Feb 2016 - Dec 2018

- Developed the ETS Interday, a modernized historical time series web service that reduces operation and licensing costs while maintaining excellent software quality and enhancing performance, resulting in lower response time and higher TPS.
- Maintained product quality and handled change requests of Time Series Interface DLL (TSI6 and TSI7 written with C++ and C#, respectively), the primary workers getting historical data from the data platform in Eikon Desktop.
- Conducted performance testing of the ETS Interday web service: collecting actual usage, designing test case profiles, creating execution scripts, and analyzing the test results.
- Created automated test script and keyword using RobotFramework, extensively used in regression and in-sprint testing.
- Led tooling development, maintenance, and enhancement, including the TSI CI/CD pipeline, to shorten the feedback loop.
- Migrated the source code of the TSI6 and TSI7 projects from SVN to Gitlab, mostly on reworking with project dependency and introducing the Git branching strategy to the team.

EGAT

Lampang, THAILAND

FULL-STACK WEB DEVELOPER - FREELANCE

Dec 2016 - Nov 2017

- Designed and developed a compliant monitoring portal. Built a .NET Core 2.0 REST API backed by MS SQL to provide data to frontend build with Angular 4 and Redux, integrated with the existing internal system.

KMITL - Department of Information Engineering

Bangkok, THAILAND

RESEARCH ASSISTANT

Jun 2014 - Oct 2015

- Designed and developed a railway signaling simulator, a part of the railway teaching platform project funded by NSTDA.
- Was a teaching assistant (TA) in the Computer Programming course.

McDonald's

Ocean City, MD

CASHIER

Apr 2014 - Jun 2014

- Participated in 2014 Work and Travel Cultural Exchange Program.

Six Flags Great Adventure

Jackson Township, NJ

PARK SERVICES TEAM MEMBER

Mar 2014 - Apr 2014

- Participated in 2014 Work and Travel Cultural Exchange Program.

AIS (Advanced Info Services PLC.) - VOS2

Bangkok, THAILAND

SUMMER INTERN

Mar 2013 - May 2013

- Qualified for the 2013 Annual Summer Internship Program, "Growing with AIS (GA13)."

Center of European Studies at Chulalongkorn University

Bangkok, THAILAND

WEB MASTER

Jan 2009 - Dec 2009

- Maintained web site of the Center of European Studies at Chulalongkorn University.

Honors & Awards

2018	Finalist , Thomson Reuters IoT Innovation Challenge	Virtual
2008	First runner-up , Web Design Competition for CES at CU	Bangkok
2006	Honorable mention , SCISOC Science Laboratory Practice Competition	PSU, Songkhla
2004	Second round participant , POSN Thailand Informatics Olympiad Camp	PSU, Songkhla
2004	First runner-up , PSU ComSci Line Tracking Robot Competition	PSU, Songkhla
2002	Winner , Graphics Skills Student Competition	Songkhla

Certificates

2024	Microsoft Certified: Azure AI Fundamentals , Microsoft	A6656893DA177CE9
2024	Microsoft Certified: Azure Developer Associate , Microsoft	2C63C2757452C441
2024	AWS Certified Cloud Practitioner , Amazon Web Services (AWS)	

Education

Kasetsart University (KU)

Bangkok, THAILAND

MASTER OF ENGINEERING IN COMPUTER ENGINEERING

Jul 2024 - Mar 2026 (expected)

- I do research on computational learning theory. My focus is on model-agnostic interpretability and trustworthiness.

King Mongkut's Institute of Technology Ladkrabang (KMITL)

Bangkok, THAILAND

BACHELOR OF ENGINEERING IN INFORMATION ENGINEERING (3.19/4.00)

Jun 2010 - Mar 2014

- Thesis: "Design of cosine pulse generator for Ultra Wide-band System Using Bernstein Polynomial"