# Thapani Sawaengsri

Application Developer II

[tsaw8.github.io/](tsaw8.github.io/)

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[github.com/tsaw8](github.com/tsaw8)

## EXPERIENCE

**University of South Florida Information Technology Department**                    Tampa, FL
*Application Developer III*                    *Jan 2024 - Present*

- **Graduate Certificate:** Led a team of developers to standardize the Graduate Certificate Admissions process, resulting in more efficient application reviews and decision-making
- **Case Management Chatbot:** Collaborated with university advocates to embed an Appian chatbot into student case details that can generate case summaries, meeting agenda, and email templates, saving advocates time in appointment preparation

*Application Developer II*                    *Jun 2020 - Jan 2024*

- **Graph API Migration:** Transitioned from deprecated Exchange and Outlook APIs to Graph API to continue operation of advising application
- **ARC Petitions:** Automated student academic exemption requests that decreased processing time by 66%. Thus consolidating all information sources and business processes into one centralized location
- **Appointment Scheduling:** Launched virtual student advisor appointment scheduling system across three campuses resulting in 68,580 scheduled appointments since its release in the last year
- **CARES Act:** Designed COVID-19 economic relief application for students to request for aid and enabled financial aid officers to process over 6,500 applications within one month
- **Onboarding & Training:** Provided mentorship and training to trainees by teaching best practices and developing design and algorithmic skills

*Appian Trainee*                    *Dec 2019 - May 2020*

- **ActivityTracker:** Decreased faculty payment data collection efforts by 30% by digitizing paper forms and created a BPM process to automate the assignment of tasks for medical school analysts
- **System Resources Request:** Automated resource requisition and approval workflow that facilitates better resource planning and eliminates double-booking
- **Asset Management:** Built and designed IT Assessment Management app to monitor and manage assets that eliminate repetitive tasks and manual processes

## EDUCATION

**University of South Florida**                    Tampa, FL
*M.S., Business Analytics and Information Systems*                    *Aug 2022 - Dec 2023*
*B.A., Political Science, magna cum laude*                    *Aug 2014 - Dec 2016*

## SKILLS

**Languages:** Appian SAIL, SQL, Python, Java, HTML, CSS, Javascript, C#  (Most to Least Proficient)
**Development Tools:** MySQL/MariaDB, Visual Studio Code, Git, Power BI, .NET 5
**Certification:** Appian Associate Developer

## VOLUNTEER

**MAGIC Mentor**
*getmagic.org*                    *Nov 2021 – Present*

- Taught the concepts of Memory Allocation, Pointers, Compilation and other basics of programming to develop a well rounded knowledge
- Guided mentee to create Exoplanet visualizations using Python and launched portfolio website on Github