ISA PHUYUTHANON

Email: 4isapoul@gmail.com | Website: https://www.isaphu.com/

CERTIFICATES/COURSES

Agile Software Projects (*Coursera, JUL 2024*)
- Final Project: Create a comprehensive roadmap for the solution and develop a user-friendly To-Do List application tailored for senior citizens.

Product Manager Nanodegree (*Udacity, APR 2023*)
- *Final project*: Develop a Product Requirements Document (PRD) for Kaiser Permanente Project, an application for preventative care in healthcare.

Product Management (*General Assembly X True Corporation, JAN 2024*)
- *Final project*: Develop cloth subscription services aim to reduces clothing waste.

EXPERIENCE

IT Project Manager [Full time, Fixed term]   AUG 2022 – JAN 2024
UNIQLO
- Assisted in the installation of a new store POS system, resulting in a remarkable 70% reduction in waiting times.
- Developed the company's HR dashboard, enabling the operations team to efficiently calculate store staff operation costs, saving 300 hours of manual work annually.
- Created an automated invoice generator system using the Python GUI library Tkinter, significantly reducing the need for manual work and streamlining tasks for the tax team.

Application Support Engineer [Full time, Fixed Term]   JUL 2021 – JULY 2022
REFINITIV
- Offered top-tier tech support to internal and external stakeholders, swiftly resolving queries and issues.
- Cut client wait time 80% via effective troubleshooting, boosting satisfaction and retention.

Software Engineer [Full time]   NOV 2020 – JAN 2021
IGLU
- Developed and deployed cloud-based applications for clients using AWS EC2 and S3 services.
- Utilized Node.js, TypeScript, React.js, and Redux stack to develop robust and scalable applications for clients.

Analyst Trainee [Internship]   SEP 2019 – DEC 2019
BANGKOK AIRWAYS
- Conducted data analysis using Python to identify new travel patterns and visualize the data for improved decision-making processes. Help design Power BI dashboards to present findings to senior management.
- Utilized SQL queries to support the executive board and data analytics department in identifying patterns and trends.

ERP Project Coordinator [Full time, Fixed Term]   JUL 2018 – AUG 2019
PAN FOOD
- Led the implementation of an ERP system, achieving a 74% user satisfaction score.
- Utilized Gantt chart and kanban board for project tracking in order to streamline clear communication with vendor.
- Conducted thorough user interviews to gather requirements and design the company's workflow for the ERP system.

PMO – Coordinator [Full time, Fixed Term]   JAN 2017 – JUN 2018
JOHNSON & JOHNSON Thailand
- Successfully implemented all assigned projects with an 89% success rate.
- Utilized Excel and Trello to plan and communicate and manage projects to successful completion.

Localization Coordinator [Full time]   SEP 2014 – DEC 2016
NETFLIX
- Led the Southeast Asia localization project, overseeing the translation and QA/QC of documentaries, movies, and series.
- Collaborated with the developer team to gather issues and provide feedback for the internal translation program.

EDUCATION

GOLDSMITHS, UNIVERSITY OF LONDON   OCT 2020 – DEC 2024 (Expected)
Bachelor of Computer science

UNIVERSITY OF THE PEOPLE   MAR 2017 – DEC 2019
Bachelor of Science in Business Administration
- Cumulative GPA: 3.32