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OBJECTIVE:

Results-driven Analyst with Graduate Certificates in Applied A.I. Solutions Development and Information Systems Business Analysis. Seeking an Analyst role to leverage technical expertise and data-driven insights to drive business growth and support organizational objectives.

HIGHLIGHTS OF QUALIFICATIONS:

- 6+ years' experience in the software development industry
- Excellent at investigating problems and providing efficient solutions in a timely manner
- Proficient in analyzing situations and processes, creating diagrams and resolving issues
- Aptitude for planning, organization, estimating, and prioritizing tasks in IT projects.
- Strong at finding ways to improve work quality and efficiency
- Professional attitude, open-minded, quick learner and an effective team player

TECHNICAL SKILLS:

- Programming: Python, R, SQL
- Database Management: MySQL, MariaDB, Oracle, MS SQL
- Methodologies: Agile, Waterfall
- Data Analytics & Visualization: R Studio, Tableau, MS Power BI, MS PowerPoint
- Version Control Systems: Git, MS SharePoint
- Project Management: Jira, Team Foundation Server (TFS), MS Project
- Documentation: MS Excel, MS Word, Google Sheets, Google Docs
- Diagramming: MS Visio, Diagram.net, Miro
- Wireframing and Prototyping: Figma

EDUCATION:

Graduate Certificate in Applied A.I. Solutions Development George Brown College, Toronto, ON

September 2023 - August 2024

- Improved customer classification accuracy at a food delivery company using various algorithms, feature selection, and ensemble learning, while selecting an appropriate evaluation metric.
- Created a Python script to scrape and extract restaurant details, including name, total reviews, and individual reviews (text, reviewer, and rating) from a given URL, saving the data in a CSV file.
- Developed a loan eligibility prediction system for Dream Housing Finance using various ML algorithms, including Decision Tree, KNN, Logistic Regression, SVM, Random Forest, and GridSearchCV for hyperparameter optimization, achieving best accuracy and hyperparameters for each algorithm.

Graduate Certificate in Information Systems Business Analysis George Brown College, Toronto, ON

September 2022 - August 2023

- Analyzed Listing website context and listed requirements for the website
- Analyzed and implemented solution on scheduling system for the Tutor Learning Centre and MobiHelp of the college
- Created proposed system requirements and constructed logical and physical data models and prototypes based on the system requirements for a budgeting application

Bachelor of Engineering in Computer Engineering King Mongkut's Institute of Technology Ladkrabang, Thailand

May 2011 - May 2015

- Implemented Android Augmented Reality Maps app for the college
- Implemented controlling Sphero with Leap Motion

CERTIFICATIONS:

Career Essentials in Business Analysis by Microsoft and LinkedIn
Career Essentials in Project Management by Microsoft and LinkedIn
DataRockie School - Hello World Bootcamp

February 2023
February 2023
June 2022

PROFESSIONAL EXPERIENCE:

AI Co-op

May 2024 - August 2024

Lamina Solutions, Toronto, ON

- Researched and developed innovative solutions to address complex Machine Learning problems, improving the accuracy and reliability of predictive models.
- Designed and implemented data-driven models aligned with business objectives, enabling more informed decision-making and measurable success using well-defined metrics.
- Improved data quality by conducting extensive data cleansing operations, ensuring datasets were accurate, consistent, and ready for analysis.
- Conducted and analyzed comprehensive data tests, interpreting results to refine machine learning models and enhance overall system performance.
- Collaborated with cross-functional teams to align technical solutions with strategic business goals, bridging the gap between business needs and advanced analytics.

Business Analyst Co-op

May 2023 - August 2023

NFINITY Control, Toronto, ON

- Interpreted ticketing industry data and conducted market research, identifying key growth opportunities and potential partnerships, contributing to the startup's expansion and influence.
- Formulated and presented data-driven recommendations to senior management, which informed strategic decisions and enhanced business strategy effectiveness.
- Collaborated closely with the CEO and various departments to ensure alignment of business goals, improving inter-departmental communication and cooperation.
- Developed competitive pricing strategies, resulting in an increase in app user acquisition and retention.
- Monitored and analyzed app performance, identifying key areas for improvement, and recommended changes which enhanced the user experience and fostered growth in user engagement.

Systems Analyst

November 2018 - June 2022

MFEC, Thailand

- Analyzed business needs and designed, developed, and implemented new 10+ systems and participated as a key member in the enhancement of existing 20+ systems
- Resolved system problems and added new functionalities to the existing systems to reduce approximately 95% of end-user complaints
- Worked collaboratively with 10+ stakeholders to establish project scope, system goals and requirements
- Suggested reasonable cost and timeline for system development to the clients as per their requirement
- Developed, prioritized, and documented requirement specifications, data mapping, and flowcharts for developers & testers
- Oversaw testing, debugging, change control, and documentation for major projects
- Tested and verified the expected end results of the project and ensured client satisfaction

Mobile Developer

June 2017 - October 2018

Osellus Asia Pacific, Thailand

- Performed technical designs and implementation of 10+ advanced Android apps
- Worked with outside data sources and Application Programming Interfaces (API)
- Solved bugs and improved application performance
- Reviewed client requirements, wireframes, and designs for technical feasibility
- Improved product quality through code reviews and unit tests, resulting in no severe issues found by testers or end-users
- Explored new technologies and shared findings with the team

QA Analyst

June 2015 - May 2017

Osellus Asia Pacific, Thailand

- Analyzed business requirements and developed 200+ test scenarios, estimated test effort, and created test plans, increasing overall testing efficiency by 30%
- Identified, analyzed and documented defects in over 30+ systems
- Performed software testing properly and on time at the expected quality level under limitations and constraints
- Maintained regression test suite and other testing scenarios
- Performed Functionality, System, Integration, and Regression testing.
- Conducted browser compatibility (MSIE, Firefox, Chrome, Safari) and OS compatibility (Windows, iOS, Android) testing of the applications
- Collaborated with 10+ software engineers and systems analysts to understand the features and architecture of multiple systems to carry out testing with 100% efficiency