Ms Sopita Nantapak

Education:

Master Degree: Walailak University, Thailand
Science, Management of IT, 2006

Bachelor Degree: Dhurakijpundit University, Thailand
Business, Computer Program, 1999

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Summary

Successfully and creatively deploying a wide range of products and services across various businesses to production in order to meet client's objectives and satisfaction within scope, timeline, and budget such as the US stock market and fund companies, finance and banks, games, in-game advertising, web-based and mobile applications with specialist skilled (technical & business) in programming, testing, customer supporting, and management based on Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC) **for 25 years of experience.**

Work Experience

Company: GeniusSoft
Position: Test Manager
Period: 2021 – present

Project: Web and mobile applications for Banking.
Duties:

- Build up and lead the testing team to the success of project for web-based and mobile applications with high quality (bugs free) within business requirements and user satisfaction.
- Create a master test plan that defines scope, approach, resources, schedule of intended testing activities, and deliverables within the context of each release/delivery.
- Assign QA tasks of test execution to the testing team.
- Manage test execution for monitoring (collect, record, and report) information about the project activity to project manager and stakeholder and for controlling to bring actual performance results to planed performance results.
- Ensure that SIT, UAT, and Regression Testing are completed effectively based on Software Development Life Cycle (STLC) and with a service-level agreement (SLA) upon entry/exit criteria.
- Apply the appropriate test measurements and metrics of product to the testing team.
- Plan, deploy, and manage the testing effort for any given engagement.
- Defect Management using Support Portal or Jira.
- Manage and participate in performance testing and penetration testing.
- Report and Evaluate test results.
- Deal with the maintenance of test environments.
- Customer support to provide trouble shooting suggestions for tickets.

Project: Games, In-game Advertisement, web and mobile applications for Game Production
Duties:

- Lead the testing team to run and test web-based and mobile applications via Chrome, Microsoft Edge, and Safari browsers.
- Execute and clearly documenting test plans for the module covering all aspects of testing for software quality.
- Coordinate with the development, Operation, and UX/UI designer teams for the development of effective test plans and strategies.
- Analyze the system and ensuring the test strategy is aligned with the requirements of the development process.
- Manage and assigned QA tasks to testing team such as test design, test process, test cases, test data, manual test, automate test, and prioritizing test activities at every stage must be carried out correctly within scope, timeline, and budget.
- Review Functional Specification, Technical Design, and Test Case/Script.
- Ensure SIT, UAT, and Regression Testing are completed effectively with high quality, meet standards, and no bugs.
- Defect Management using Jira.
- Deal with the maintenance of test environments.
- Customer support to provide trouble shooting suggestions for tickets.

Company: Extend IT
Position: Sr. Programmer / Sr. Software Tester / Project Manager
Period: 2012 - 2021
Duties:

- Developed project scope and objectives, involving all relevant stakeholders and ensured technical feasibility, resource availability and allocation along with developing details of project plan to track progress.
- Coordinated cross functional teams to drive and track the status of the projects.
- Managed changes in project scope, schedule, costs and budget.
- Analyzed, designed, coded, tested and implemented the projects to production, meet business requirements and user satisfaction based on Software Development Life Cycle (SDLC).
- Performed to ensure quality of Unit Testing, SIT, UAT, and Regression Testing to meet standards based on Software Testing Life Cycle (STLC).
- Handled post support (after go live) issues on production and new/enhance requirements and perform customer support by analyzing issues and providing recommendations for resolving tickets.
- Provided support to team members through advice, coaching on business and technical skills.

Company: DST World Wide Services
Position: Senior Analyst Programmer
Period: 2006 - 2011
Duties:

- Analyzed, designed, reviewed code and results of all team members.
- Performed to ensure quality of SIT and UAT meet standards.
- Co-ordinated cross functional teams in the US and related parties which support clients such as kick off meeting, update progress, post project review, and discussion.
- Performed tuning performance (optimization) to reduce runtime execution, response time using hints and/or restructuring of DB2 indexes, etc.
- Fixed bugs on the production.
- Provided support to team members through advice, coaching on business and technical skills.

Company: IBM
Position: Advanced Programmer
Period: 2004 - 2006
Duties:

- Analyzed, designed, coded, tested, and implemented the projects to meet business requirements and user satisfaction based on Software Development Life Cycle (SDLC) and Capability Maturity Model Integration (CMMI) 3rd level.
- Estimated and manage effort from start to end of the projects.
- Performed to ensure quality of Unit Testing, SIT, and UAT meet standards.
- Supported to go live, and reduced number of incidents from production.
- Provided the overall approach and guidance to team members both of business and technical skills.

Company: Social Security Office (SSO)
Position: IT Specialist
Period: 1999 - 2004
Duties:

- Developed, tested, and implemented web-based application using Java programming.
- Developed, tested and implemented 2 tiers application using Visual basic.
- Supported all applications for SSO Head Office, branches, and hospitals under SSO.
- Co-ordinated with outsources to follow company's policy and deliver tasks within scopes, timeline, and budget.

Achievement

Company: GeniusSoft

Implement projects that support to Banks and Game Production House.

- Web and mobile applications
- Game application
- Advertisement Portal App
- Game Publisher Portal App
- Internal Management Tool App

Company: Extend IT

Implemented projects of Kbank (Cardlink System).

- Support UAT of Horizontal Payment
- DIFF OGL and Cardlink KEC, XPC
- Flexi rate XPC SmartCash Free Month & TC30Installment
- Correct Negative current balance
- Upgrade XPC to fix null value
- Transfer loan for purge card

Implemented projects of Krungsri Bank (ALS: Automatic Loan System).

- KPC Hybrid loan credit card
- KPC Hybrid adjust criteria for card issued
- Payment at Tesco Lotus
- Convert business code and loan purpose for BOT
- Deposit Money to fire insurance company SAGI
- New payment hierarchy for term loan
- Close account revolving
- Change grace day for charge collection Fee
- Modify receipt on billing statement
- Modify system for BA of mortgage
- New BOT Personal consumption improvement
- New promotion cash back
- Fraud condition
- Interface credit history data from ALS to CTA
- New criteria for issue card 2018
- Remind step up installment to customer
- Stop auto extend maturity
- Add early termination fee details in ALS
- Payoff penalty fee via BA

- Interface pre-delinquent account from ALS to LCM
- Enhance to support personal loan TDR process
- New calculation term and grace day
- Personal loan auto write-off
- Personal loan stamp duty to BAY GL account
- Krungsri iFIN
- Improve ALS of DD insurance payment
- Requesting for letter of certification via Krungsri.com
- Show MRR & MLR and Current Interest rate in billing
- Modify ALS middle name
- Purge customer relation
- Debt Clinic by SAM
- Disbursement report on ALS
- New criteria for loan certificate
- Top up auto negative balance
- Production support
- Covid-19

Company: DST World Wide Services

Implemented projects of the US stock market and fund companies' industry.
- Automatic record keeping solution
- DB2 Performance tuning
- Production support

Company: IBM

Implemented projects of KBank (LPM: Loan Portfolio Management System).
- Loan Credit Card
- Debt Collection
- Letter Indemnity and AVAL
- Credit Bureau
- KT (Kbank Transformation)
- Production support

Company: Social Security Office (SSO)

Implemented projects of SSO and hospitals.
- Employee registration
- Medical services
- PHD consulting
- HIV Therapy under SSO
- One stop service

Technology

- Atlassian JIRA Software
- Amazon Web Services (AWS)
- Gitlab
- Robot Frame Work
- Cucumber, JavaScript via Visual Studio Code
- Tricentis (Tosca)
- Postman
- SQL
- COBOL mainframe (Batch & CICS) using DB2, VSAM, QSAM, DATACOM (NLS) databases
- PHP and JAVA (J2EE, J2SE, J2ME) on Sun Solaris and Windows platforms
- Visual Basic
- BA, ATM, and ETC

Available to start work

- A month after signing the contract.