YUWADEE TATIRANASAWAS

SYSTEM ANALYST/IT APPLICATION /SR. DEVELOPER/PROJECT MANAGER

PROFILE

Strong Background with years of experience in Application development, IT/Project Management in terms of both Analysis and Development aspects. Having the competence to handle all SA/PM/Dev functions

Specialize in application development / Database report design & execute /Reporting.

Experiences in

- Insurance Business (Motor/Non-Motor)
- Call Center (In/Outbound)
- IPPBX System
- Data Capture/Data Processing
- Documents Processing
- Banking/Financial project

CONTACT

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EDUCATION

Suansunandha Rajabhat Institute
1997 - 2001
Bachelor degree in Computer science 2nd class honored
GPA 3.30

SKILL

Computer Skills

- OOP Application Development (Windows Application / Web Application)
- Programming language
  - C#, VB, .net framework / ASP.net core /MVC/JavaScript/XML/API/HTML/CSS
- SQL Server Database management and programming using
  - Database Structure design
  - T-SQL
  - Query
  - Store procedure
  - Jobs & Scheduling
  - Database Maintenance (Backup/restore)
  - ETL
- Report programming using
  - Crystal report
  - Microsoft excel .net library
  - OCR
- Telephony system
  - IPPBX Configuration with variant PTSN (E1/ISDN/SIP)
  - Call Center implementing and call flow design for Inbound/Outbound call center
  - IVR design and configuration
  - Skill based call center design and configuration
- Tools
  - IIS server
  - Visualcron
  - Job scheduling
  - Visual studio
  - github

Project Management Skills

- Product presentation /pre-sale
- Gather requirement from users/clients
- System analysis documents i.e.
  - System Flowchart
  - Prerequire site questionnaires
  - Project/production timeline
- UAT Documents/implementing

WORK EXPERIENCE

Sumitomo Mitsui Trust Bank (THAI) PCL. / AVP IT Business.
Nov 2022–Current

- Lead the team to provide system administrative support in the software operations to ensure the smooth running of the day-to-day operations including data storage, data backup and keeping of daily/problem logs for banking system e.g. BAHTNET, SWIFT, AML etc.
- Perform installation, maintenance and monitoring of the company's systems for system upgrades, file maintenance and installations where installations are carried out by Internal or vendors.
- Liaise with other departments on behalf of users on matters relating to company information systems, and make, plan and maintain office automation and communication infrastructure.
- Communicate with related parties to understand the requirements/needs and working as a project leader and coordinated with any related parties, while ensure that all projects are delivered on-time, within scope and within budget.
- Developing project scopes, objectives and a detailed project plan to track progress, involving all relevant stakeholders and ensuring technical feasibility, resource availability and allocation.
- Manage changes in project scope, schedule and costs, and Monitor/Measure project performance by using appropriate systems, tools and techniques.
- Managing team to support EUC development and include testing process and daily operations to resolve and prevent problems.
- Perform trouble shooting and act as an internal resource for system problems or unusual situations encountered.
- Preparation of the documentations for requirements/developments for System projects, EUC developments and supervise developers.
- Maintain list and manage the company's systems and EUC control over the organization.
- Co-ordinate with vendor for regulatory reporting system requirements/documents.
- Organize hands-on demonstrations and/or train end users in the use of new software and hardware products.

Krungthai-AXA insurance public company limited. /Bancassurance Manager Application and service.
May 2022–Oct 2022

- Leading a development team and responsible for development project planning and tracking, stakeholder management, supporting and enhancing CI/CD processes including new functionality communication and user training
- Responsible for supporting and enhancing Bancassurance's MIS system with both internal and external parties such as Krung Thai Bank
- Coordinative with partner bank on developing Krung Thai's eSolution system and AXA's core system
- Supporting project administration (documentation, reporting, budgeting).

I-MIT Co., Ltd. / IT Manager
Feb 2004–Apr 2022
- Implementing Telemarketing system and voice recording system in terms of Application development / Database design/ Report design / Infrastructure design for many clients in Insurance industry.
- Implementing Data capture/ Database processing/Document processing Project for (Application development / Database design/ Report design / Infrastructure design/ OCR Document processing) for clients in retail industry.
- Implement system and software for government organizations.
  - Library system
  - Membership system
  - Book/Media Borrowing system
  - Document scanning & processing
- Implementing Voice file processing/QC (Application development / Database design) for clients in automotive, insurance industry.
- Implementing IPPBX System for Call Center (In/Outbound)
  - Digital Voice recording
  - PTSN (E1/SIP/Analog)
  - IVR
  - ACD
  - Skill based Call Center

Teleintel Co., Ltd. / Senior Programmer
Feb 2003–Jan 2004

- Implementing Telemarketing system using MS SQL /VB/Crystal report for clients
- Manage and control database server / application server in term of installation, backup and maintenance.
- Manage and control PABX System and voice recording server to fit in client's requirements.
- Implement data securities policy for bank and non-bank to use in Telemarketing Project.

Yoo Lim Co., Ltd. / Programmer
Jul 2001–Jan 2003

- Implementing Production system in Jewelry factory from production to accounting system with AS400
- Create report by request using crystal report
- Implementing application by requested using VB.NET and MS access database / AS400