SUSHERA ROJJATURAKUN

Personal Information

Date of Birth: October, 1984

Address: Bangkok, Thailand

Mobile: 089-XXX-XXXX

Work Experiences

Senior IT Business Analyst (Payment Solutions & Services)   March 2022 - Present

Siam Commercial Bank Public Company Limited

- Gather business requirements and analyze the current business processed and develop solutions to meet the client's needs.
- Conduct solution design meeting with team to identify requirements and solutions.
- Prepare document e.g., Functional Specification Design, Business Flow, System/Data flow and configuration for the projects.
- Work closely with Product Owner, Project Manager, System Analyst, and solution team.

System Analyst (CRM Loyalty)   January 2019 – February 2022

Bangchak Corporation Public Company Limited

- Gathered business and software requirements from marketing users.
- Analyzed defined as-is and to-be business process.
- Prepared document e.g., Term of reference (TOR), System Diagram, System Flow, Test Case for SIT and UAT, Training Document, User Manual.
- Managed and tracked of software development projects in order to meet customer requirements and execute projects on time.
- Reviewed and controlled related software projects' documentation such as Software Specification, User Manual, Test Script, and other documents to ensure that all documents are accurate and follow by Term of reference (TOR).
- Delivered business requirement and functional specification in related to loyalty platform and payment system.
- Trained user in overview and functional of system.
- Supported after Project Go Live analyzed and evaluate problems.

Senior Corporate Credit System Specialist (Unit Manager)   July 2018 – January 2019

Kasikornbank Public Company Limited (Kbank)

- Worked as a Business Analyst in Electronic Letter of Guarantee on Blockchain project, under Corporate and SME Products Division.
- Applied and Adjusted client's requirement to develop and implement the internal system and other related systems.

- Coordinated between business team and IT team for designing and implementing the Credit process and system in order to meet with client's satisfaction effectively.
- Assisted in coordination between system teams and related teams to deliver and improve and launch in Deployment process.
- Helped in designing the business process flows and preparing the readiness before launching the system.
- Implemented and prepared to simulate the new working Business flow as designed.
- Be a center team in coordinating work with IT teams such as incident situations with supports.

System Analyst (**Engineering Specialist**)   January 2017 - July 2018

Advanced Info Service PLC. (AIS)

- Gather business and software requirements from users.
- Designed and developed a requirement document, i.e. technical specification, interface specification, system workflow, ER diagram.
- Reviewed technical specification, user guide and test cases.
- Worked with QA teams during SIT and UAT to do testing and resolve issues.
- Managed and tracked of software development projects in order to meet customer requirements and execute projects on time.
- Provided training for team.

Product Quality Assurance (**Senior Engineer**)   April 2010 - December 2016

Advanced Info Service PLC. (AIS)

- Analyzed specific requirements, designed, and created test cases to support all requirements for telecom applications (i.e., SMS P2P, SMS A2P, SMS spamming, Subscriber Database, Inbound/Outbound Roaming Control Usage, Collected Call Service(*222B#) and MNP DB
- Designed and implemented testing infrastructure, i.e., installing new library and configuring test lab environment.
- Performed tests for functionality and non- functionality.
- Reported the bugs and defects to the software developers.
- Created work instruction for new launching elements to operation teams.
- Provided training new engineers, outsources and operation teams.
- Supported and advised operation teams in technical term clarification.
- Performed solving and troubleshooting problems with developers when systems failed.

Technical Support (Engineer)   December 2008 – March 2010

Advanced Info Service PLC. (AIS)

- Supported systems and resolved problems from users. (i.e., SMS P2P, SMS A2P, Inbound/Outbound Roaming Control Usage, Collected Call Service(*222B#))
- Provided documents and trained operation teams.

Project Engineer   June 2007 - November 2008

TOT Public Company Limited

- Prepared and installed hardware for call center system. (i.e., 1111, 1113 and 1177 project)
- Configured and monitored all the jobs running on interactive voice response (IVR) system.
- Supported and advises call center team.
- Provided documents and trained customers.
- Worked with Vendors and third parties for production issues.

Trainings

- Siebel Fundamentals, Oracle University
- Outsystems Basic Web Development, Spheresoft Co., Ltd.
- Design Thinking, Stanford Center for Professional Development
- Apply OOA and D with UML 2.0, First Logic Co., Ltd.
- Training and Practices on Software Testing Techniques, Aware Corporation Limited
- UML Training Course (UFTD), CRaG Systems (UK)
- Unix and Shell Script, Advanced Info Service PLC.

Education

Chulalongkorn University   2011-2013

Master of Science

Major in Information Technology in Business

Concentration on Management Information System (MIS)

Faculty of Commerce and Accountancy, GPA 3.81

Special Project: Data Warehouse and Decision Support System for International Service of
                 Mobile Operator Business

Srinakharinwirot University   2003-2007

Bachelor of Engineering

Major in Electrical Engineering (Telecommunication), GPA 2.95

Special Project: Content-based image retrieval

The demonstration school of Ramkhamhaeng University   2000-2003

High School Diploma with emphasis on Science and Mathematics, GPA 3.23