Pichayuth Kittisriswai

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EDUCATION

Assumption University of Thailand

Bachelor of Science, Computer Science — Cumulative GPA 3.91/4.0; *summa cum laude*
- Winning an Assumption University Albert Prize innovation award

WORK EXPERIENCE

RentSpree — **Los Angeles, CA (Remote)**

Engineering Manager (Platform engineer) — Aug 2023 - Present
- Mentored and coached 3 engineering squads to improve technical skills, soft skills, and professional growth resulting in a 20% increase in team satisfaction scores, promotion, and zero turnover
- Collaborated with the Product Manager to manage and prioritize backlog items using Jira, optimize resource allocation, and streamline project timelines
- Directed and coordinated six engineering OKRs focusing on Observability, Service Maturity, SLOs, and Continuous Deployment

Lead Software Engineer (Platform engineer) — Fed 2023 - Jul 2023
- Collaborated with the UI/UX team to develop centralized design system components that increase development speed by at least 10%

Lotus's — **Bangkok, Thailand**

Technical Product Manager — Aug 2021 - Feb 2023
- Developed a new solution by analyzing existing business processes and identifying cost-saving opportunities, reducing company costs by millions.
- Conducted thorough research and analysis of business problems and requirements, prepared project feasibility, proposing solutions that balanced financial, technological, and functional considerations.
- Effectively planned project resources, budget, development, and release plans, ensuring the project was delivered on time and within budget.
- Partnered with business and UI/UX teams to conduct user research and usability tests, enhancing user experience and driving a 70% increase in user satisfaction
- Provided regular updates to business stakeholders and executives, ensuring transparency and alignment

Lead Software Engineer — Aug 2020 - Aug 2021
- Led a team of software engineers and a QA engineer in an Agile environment
- Developed and deployed an internal application, enhancing business process velocity by over 50%
- Designed and implemented a cloud-based system architecture with high availability and reliability
- Established coding standards and performed code reviews to ensure code quality and integrity
- Organized and led multiple engineering knowledge-sharing sessions, fostering a collaborative learning environment and enhancing team skill-sets

Kinkao (Office Catering) — **Bangkok, Thailand**

Lead Software Engineer — Fed 2019 - Jul 2020
- Collaborated with business users and customers to gather requirements and prioritize backlog items
- Delivered key applications that contributed to significant company growth and played a crucial role in securing million in funding.
- Streamlined manual business processes by developing a new application, saving the company at least 72 hours per month in operational time
- Built and maintained scalable applications, efficiently handling the daily traffic of thousands of users and ensuring high performance and reliability

- Developed a chatbot application on LINE platform and leveraged various LINE services
- Designed and implemented cloud infrastructure utilizing AWS and Google Cloud services and CI/CD pipeline

Pomelo Fashion   **Bangkok, Thailand**
Software Engineer   Nov 2018 - Jan 2019
- Developed and maintained backend REST services using NodeJS
- Enhanced project code quality by implementing comprehensive unit and integration tests, resulting in higher code coverage and reliability.

True E-Logistics   **Bangkok, Thailand**
Software Architecture   May 2018 - Oct 2018
- Researched and analyzed requirements from business users and the development team to design a new system architecture using the Microservices architecture concept
- Implemented internal POC Blockchain application

D*Code Lab at Assumption University   **Bangkok, Thailand**
C# Software Engineer   Jan 2016 - May 2018
- Developed the official university application "AU SPARK," enhancing student access to university resources and transforming traditional interaction between students and university
- Developed and maintained features such as online payment via mobile application, internal notification system, online requests and petitions.

Genxas Elite   **Bangkok, Thailand**
Software Engineer   Jun 2017 - Nov 2017
- Worked on a private Blockchain project with the Bank of Ayudhya

PROJECTS

Dental Clinic Management Software
- Developed a comprehensive management software solution for a chain of dental clinics, significantly enhancing operational efficiency and patient management.
- Collaborated with customers and end-users to gather requirements and understand real-world problems, ensuring the delivery of a tailored and effective solution.
- Architected, developed, and maintained a cloud-based web application, including backend REST services, database management, and cloud infrastructure, ensuring high availability and scalability.

LEADERSHIP & INVOLVEMENT

National Electronics and Computer Technology Center (NECTEC)
National Software Contest 19th (AI Category)   Nov 2016 - Fed 2017
- Developed an AI chatbot application for the Assumption University Office of Registrar. Our areas of interest are student information and university information. We gathered a large amount of real training data from students and processed it using Microsoft LUIS as our Natural Language Processing (NLP) tool. We implemented APIs to support data queries and also Android applications as a frontend. Additionally, we also developed a web application for university staff to intervene and provide support when the bot couldn't answer user's queries. After each conversation, the staff can also retrain the unclassified sentences in the conversation logs to enhance the bot's knowledge and retrain the model

SKILLS & INTERESTS

- **Language:** Thai (Native), English, Chinese (learning)
- **Hobbies:** Volunteer coffee barista, Cooking, Long walk exercise, Learning violin