

Chanet Witchajutakul

Technical Business Analyst · System Owner · AI-Assisted Developer

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CORE SKILLS

Business Analysis

Requirement Gathering · System Analysis · Workflow / Process Flow · Gap Analysis · UAT · Stakeholder Mgmt · System Integration

Documentation

BRD / SRS / FSD · Use Case · Test Case · Process Diagram · User Manual

AI & Development

Agentic Coding · Claude · GitHub Copilot · Gemini · Next.js · React · Node.js · PostgreSQL · MySQL · Docker

Tools

Figma · draw.io · Postman · VS Code · Excel

EDUCATION

M.Sc. Information Technology

Management of IT & Communication
University of the Thai Chamber of Commerce · GPA 3.42 · 2010

B.B.A. Business Administration

International Business
University of the Thai Chamber of Commerce · GPA 2.55 · 2006

LANGUAGES

Thai: Native
English: Intermediate (speak/write)
· Strong reading

TRAINING

Professional Web Designer · PHP & MySQL for E-Commerce · Client-Side Programming (jQuery) · HTML5 Basics (2013) · Graphic Design (2014)

PROFESSIONAL SUMMARY

Technical Business Analyst & System Owner with 6+ years turning business requirements into **production systems used across the company** — from requirements, flow & spec design, and UAT to **building the systems myself with AI-assisted development**. A genuine bridge between business and engineering.

SELECTED PROJECTS

Customer Engagement Platform — LINE Mini-App (EV Dealer)

Test-drive & service booking via LINE + admin appointment calendar, catalog, financing, Google Calendar sync, PWA.

Next.js · LINE LIFF · PostgreSQL · AI-assisted dev

Internal Job Management Platform

Job assignment, multi-level approval, SLA tracking, and real-time notifications (multi-tenant).

React · Node.js · PostgreSQL · Socket.io · AI-assisted dev

Agent Referral & Commission System

Agent referral intake, business rules turned into automation, role-based dashboards — reducing manual admin work.

React · MySQL · Recharts · AI-assisted dev

Questionnaire QR System

No-code form builder, persistent QR across versions, version control, UTM tracking, and analytics.

Next.js · Prisma · PostgreSQL · AI-assisted dev

WORK EXPERIENCE

Business Analyst (System Owner)

2020 — Present

Sena Development Public Company Limited

- Gather & analyze requirements from multiple business units; design workflows / process flows.
- Prepare FSD, BRD/SRS, wireframes (Figma), and test cases as dev handover packages.
- Coordinate vendors and internal IT from kickoff through go-live and post-production.
- L2 support, root-cause analysis, and system revamp / integration across internal systems.
- **Build systems end-to-end with AI-assisted development**, taking several to live internal production.

Webmaster · Accurate Realty Co., Ltd.

2018 — 2020

Digital Marketing · Pacific Thai Motorsports Co., Ltd.

2017 — 2018

Webmaster SEO/SEM · Modern Home Product Co., Ltd.

2014 — 2017