Nuchada Prypiroonrojn

Cupertino, CA | 925-481-9911 | nuchadapry@gmail.com | linkedin.com/in/nuchadaprypiroonrojn/
Authorized to work with any employers in the US

EXECUTIVE SUMMARY

- 5X SFDC Certifications - Certified CPQ Specialist, Salesforce Administrator, Salesforce Platform App Builder, Sales Cloud, and Service Cloud.
- Technical Program Manager and a Scrum Master with an extensive background in Software Development. Highly experience in implementing Systems Development Life Cycle, waterfall and agile methodology.
- Expert skill level in SOQL, SQL, Relational Database Management, Data Modeling, requirement gathering, translating requirements into functional documentations and technical specifications, acting as liaison between Subject Matter Experts and technical team members, workflow analysis and design, performance reporting, training material preparation, data quality control, systems testing, and end-user training.
- Has worked on many high-profile projects, has been a lead player in project teams, and is proven in seeing all projects to their successful completion and timelines.
- Hard-working and driven, while highly-experienced in all aspects of process changes, enhancements, and modifications.
- Possess strong communication and interpersonal skills – oral, written, presentation, and a dedicated team player.

PROFESSIONAL EXPERIENCE

LinkedIn, Sunnyvale, CA

Technical Program Manager / Scrum Master, Sales Systems Engineering (April 2019 - October 2020)

- A Scrum Master for the LinkedIn Learning Scrum Team. Linkedin Learning (former Lynda.com) is one out of four LinkedIn Line of Businesses.
- Lead New Product Introduction projects, including mid to large Pilot and GA projects. Aligning with SDLC, both Waterfall and Scrum methodology. A key team player of an end-to-end software development process starting from working closely with cross-functional business partners to define requirements, write BRD / JiraUser Stories, to-be business process, performing Systems Analysis, creating project roadmap and prioritization framework, working closely with developers during Functional and Solution Design phase, ensuring 100% defect free during QA testing, presenting prototype to key stakeholders, write UAT scripts and lead UAT, coordinating end-to-end UAT process, ensuring the projects are deployed free of defects and meet 100% business requirements and timeline.
- Strong knowledge of Sales business processes, CRM, CLM, Salesforce, Sales Cloud, Service Cloud, Steelbrick CPQ, Quote-to-Cash, end-to-end ERP.
- Expert in SFDC Systems Integrations - SFDC to Oracle, ERP, Provisioning, Hadoop (HDFS), MS Dynamics.
- Lead CSAT and CRM projects such as SFDC / Survey Monkey Integration, SFDC / Gainsight CRM integration.
- Advance skill level in Database Management and Design, SOQL, SQL. Software Development tools – Smartsheet, Jira, Lucid Chart, Visio, Power Point.

Peninsula Conflict Resolution Center (PCRC), San Mateo, CA

Project Manager (Sep 2018 – April 2019)

- Volunteer: Assisted org with Salesforce setup and use. Acted as the Project's go-to resource to help build Salesforce Nonprofit Success Pack (NPSP) from scratch. Ensured that SFDC was effectively utilized to consolidate different sources of lead and contact resulting in eliminating donor contact management challenges.

- Helped plan for implementing free Admin tools from the AppExchange: EventBrite, Donorbox, and Network For Good Integration AppExchange packages. Assisted with report and dashboard design. Created sandbox testing environment; streamlined processes to minimize data duplication.
- Served as Business Analyst in areas of Strategic Planning, Process Design (workflows standardization), and Analysis (interpretation of business rules and requirements gathering).

JOBTRAIN, Menlo Park, California

Salesforce CRM Training Program (Aug 2018 – Nov 2018)

- Attended Salesforce CRM training program to become Certified Salesforce Administrator. Skills and experience in: Organization setup (global UI), user setup, security and access, standard and custom objects, data modeling / schema builder, sales and marketing applications, service and support applications, activity management and collaboration, data management – data import / export / update, Analytics – reports and dashboards, workflow/process automation, desktop and mobile administration, Sales Cloud, Salesforce Inbox, CPQ, Sales Analytics, Marketing Cloud, Community Cloud, and App Exchange.

STANDARD INSURED CONSULT CO, LTD, Bangkok, Thailand

Sales Systems Manager (2015 - 2018)

A leading property and casualty brokerage firm. Performed day to day operational management, sales, systems management, profit and loss, strategic planning, staff training and development. Handling company's financial portfolio, budget planning, administration, client relationship development, and special projects.

Selected Accomplishments, Projects, and Initiatives:

- Monitored customer data using Salesforce CRM and make improvement suggestions to companies regarding sales, customer service and marketing.
- Executed CRM campaigns to cross-sell and up-sell new and existing products to current insurance subscribers.
- Acted as the liaison between business and the IT department managing requirements and resolving defects
- Launched operation from its inception, and quickly took it to market presence and viability.
- Established and implemented many key IT strategies and initiatives, which were integral in company growth.
- Successfully built strong relationships with key client accounts, agents, and direct customers.

LIVING STORY FOUNDATION, Berkeley, California

Wealth Management Analyst (2009 - 2015)

Served a non-profit organization. Responsible for portfolio management, conducting investment research, overseeing asset re-allocations, monitoring portfolio performance, and other wealth management-related functions.

Selected Accomplishments, Projects, and Initiatives:

- Researched all manner of investment opportunities, and ensured optimal portfolio performance.
- Worked closely with client in establishing and implementing investment strategies.

PACIFIC GAS & ELECTRIC CORPORATION, San Francisco, California

Project Lead and Business Systems Analyst (2007 - 2009)

Responsible for analyzing business systems, gathering project requirements, preparing and maintaining project documentation, performing Gap analysis (to identify system impacts), data model development, assisting with functional design peer review, performance testing, training and assisting business users, and other related assignments.

Selected Accomplishments, Projects, and Initiatives:

- Implemented Systems Development Life Cycle SDLC waterfall methodology, with project including gathering requirements, documenting "to be" systems with Visio diagrams, and performing Gap analysis.
- For design phase, prepared technical documentation, developed data models, and created ER program.
- In build phase, acted as liaison between Business Subject Matter Experts and developers, provided business knowledge to developers and testers, and worked closely with developers to help locate causes of defects.
- In assembly test phase, lead Assembly Test Team, created test plans, managed resources and timeline, wrote SQL scripts, and assisted with the day to day testing process.
- Also heavily involved with performance testing, user acceptance testing, and the project stabilization phase.
- Worked closely with Business Architect to conduct Gap analysis of PG&E's existing work stream connectivity, and assisted in the upgrade of risk management group's SAS application.

EDUCATION

- Master of Business Administration (MBA) in Management Information Systems, California State University, Sacramento
- Bachelor of Architecture, Silpakorn University, Bangkok, Thailand