



NITHIS NITHIMONGKOLCHAI

UX/UI DESIGNER



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nithis.framer.website



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PROFILE

Hybrid UX/UI Designer with 3+ years bridging business and development. I specialize in dissecting complex systems — real-time GIS-integrated case management, multi-channel CMS — into interfaces that are intuitive for users and grounded in real system logic, backed by a background in Computer Science and Business Analysis.

WORK EXPERIENCE

Callvoices Communication

08/2022 – 12/2025

(UX/UI DESIGNER & BUSINESS ANALYST)

- **Enterprise Incident & Case Management:** Led end-to-end design for a **real-time GIS-integrated platform**, successfully bridging complex geo-location data with intuitive UI for national emergency response.
- **Built a centralized Design System from scratch** — covering components, tokens, and usage guidelines — reducing design inconsistencies and cutting developer handoff time across multiple projects.
- **Facilitated SIT/UAT cycles** in collaboration with Product Owners and Developers, ensuring 100% alignment between business requirements and final product delivery.
- **Telecom CRM Solutions:** Delivered high-impact interfaces for major clients like **AIS & True**, focusing on optimizing multi-channel CMS and user transaction UX.
- **Developed comprehensive wireframes, mockups, and high-fidelity prototypes** to effectively communicate design ideas and system logic for mission-critical operations.
- **Conducted user research and usability testing** to gather qualitative and quantitative insights, driving iterative design improvements based on real user behavior — not assumptions.
- **Collaborated closely with cross-functional teams**, including Product Owners and Developers, to deliver high-quality user experiences in an Agile environment.

Freelance

03/2024 – 06/2026

(UX/UI DESIGNER)

- **Healthcare CMS (KALM):** Designed a multi-clinic patient management platform with structured patient records and a suite of clinical assessment forms (stress, burnout, lifestyle, fitness) — converting complex scoring rubrics into clear, guided UI for non-technical clinic staff.
- **Corporate WordPress Website (KALM):** Designed and built the organization's public website for publishing news, articles, and professional guidelines — including content structure, category taxonomy, and a bilingual (TH/EN) interface for a medical professional audience.
- **ERP System (Field Service Management):** Designed the end-to-end UX for a technician work-order platform covering Installation, CM, PM, and Survey workflows — architecting 30+ interconnected modules (operator, customer, product, stock, and multi-tier admin management) into a unified data-entry system that powers real-time technician dispatch and job execution.
- **SoundCheck Karaoke** Designed the full UX/UI for a **karaoke venue management system** — from the back-office admin panel (room, user, music, and promotion management) to the **customer-facing in-room display**. Built the design system from scratch and iterated across two complete themes before dev handoff.

EDUCATION

Bachelor of Computer Science, King mongkut's University of technology North Bangkok

2016 – 2022

Major SCIENCE-MATHEMATIC, Saint Dominic School

2004 – 2016

LANGUAGES

Thai (Fluent) • English (Intermediate)

SKILLS

Figma MCP

Design Tokens

Wireframing and Prototyping

Requirement Gathering

Manual Testing

Wordpress

Framer

UX Research

Design System

Responsive Design

Vibe Coding

Adobe Photoshop

Information Architecture

Adobe XD