

# NITHIS NITHIMONGKOLCHAI

## UX/UI DESIGNER

✉ nithis.9h@gmail.com 📞 097-131-8446 🔗 Nithis Nihtimongkolchai



Scan My Portfolio

### PROFILE

"I am a Hybrid UX/UI Designer who speaks the language of both business and development. With over 3 years of experience, I excel at dissecting complex systems—such as real-time GIS-integrated case management and multi-channel CMS—to create seamless interfaces that empower users. My background in Computer Science and Business Analysis enables me to design with a deep understanding of system logic and data flow, ensuring that every design is not only visually compelling but also technically robust and aligned with strategic business goals."

### WORK EXPERIENCE

#### Callvoices Communication

2022 – 2025

UX/UI Designer & Business Analyst

- **System Architecture & Design:** Architected an **Enterprise Incident & Case Management System**, integrating real-time multi-channel notifications with advanced **Geo-Spatial (GIS) capabilities** for mission-critical operations.
- **National Emergency Solutions (191):** Transformed complex TOR requirements into intuitive Web and Mobile interfaces for the **National Emergency (191) response system**, featuring browser-based reporting and proximity-based police station locating.
- **Telecom & CRM Specialized Systems:** Led the end-to-end design and configuration of **True & Dtac CMS**, streamlining webchat, multi-channel messaging, and comprehensive audit logs.
- **FinTech Case Management:** Designed a robust CMS ecosystem for **CIMB**, encompassing mobile applications for Field Credit Recovery (FCR) and dedicated web portals for both Agents and Supervisors.
- **Requirement Orchestration:** Bridged the gap between stakeholders and technical teams by facilitating requirement gathering sessions and collaborating closely with cross-functional developer and designer teams.
- **Operational Documentation:** Standardized communication through the delivery of high-quality weekly meeting summaries and project documentation to ensure alignment throughout the SDLC.

#### Side Project

UX/UI Designer

#### CRM & Mini ERP System

- Collaborated with Project Managers to translate business requirements into functional, user-centric designs for both web and mobile ERP/CRM platforms.

#### Medical CRM & Health Platform

- Designed a specialized **Healthcare CMS** for physician-patient assessments, prioritizing user flows that promote lifestyle modification and sustainable health improvements over purely medication-based treatments.
- Developed a feature-rich WordPress platform integrated with registration systems, reporting modules, and real-time news updates.

### EDUCATION

#### Bachelor of Computer Science

2016 – 2022

King mongkut's University of technology North Bangkok

#### Major SCIENCE-MATHEMATIC

2004 – 2016

Saint Dominic School

### LANGUAGES

Thai (Fluent) • English (Intermediate)

### SKILLS

Figma

Auto Layout

Wireframing and Prototyping

Requirement Gathering

Manual Testing

Wordpress

Framer