Contact

www.linkedin.com/in/pimaubsorn-sirisook (LinkedIn)
www.prairsiri.com/ (Portfolio)

Top Skills

UX Research Skills
User Interface (UI) Design
Ideation process using UX methodology

Certifications

User Experience Design Essentials - Adobe XD UI UX
User Experience Design Immersive
Python Data Structures
Python for Everybody Specialization
Using Databases with Python

Pimaubsorn Sirisook

Product Designer at Accredify
Singapore, Singapore

Summary

My goal as a designer is to combine my creativity, design thinking logic with analytical skills to deliver solutions for all users.

Experience

Accredify
Product Designer (UX/UI)
February 2023 - Present (1 year 8 months)
Singapore

• Led end-to-end design, taking charge of the user experience and crafting the product from conception to delivery.

• Initiated and facilitated requirement gathering sessions with stakeholders, addressing business needs and user pain points to identify design opportunities.

• Collaborated seamlessly with other designers, product managers, and engineers, and proactively addressed concerns while adapting designs to meet technical requirements.

• Played a key role in ensuring timely project delivery by conducting quality assurance (QA) activities, and delivering features and functionalities to clients on schedule.

• Experienced in Healthcare products and in the issuance of verifiable credentials on the blockchain.

Amazon
2 years 8 months

Senior Specialist Lead
September 2022 - February 2023 (6 months)
Singapore, Singapore

Led and managed a team of 300+ Account Health Specialists, offering support and guidance on complex issues, including diagnosing root causes and help clarifying any doubt regarding the constantly changing SOP.

Serve as a pivotal link between upper management and specialists, fostering effective communication and identifying opportunities for process improvement.

Spearedheaded company wide project (Duration of over a year) as development lead in building the employee portal, design and develop the websites using html, css, and javascript.

Account Specialist
July 2020 - September 2022 (2 years 3 months)
Singapore

• Provide account management support within Amazon e-commerce ecosystem global
supporting Asia, Europe, and North America Marketplace

• Analyze and interpret offending incidents using data points, thereby making contact and
working with vendors to resolve the offending incident in a set managed time.

• Involve in team project in developing internal website, in charge of design and developing
using HTML, CSS, and JavaScript.

General Assembly
User Experience Design Graduate
December 2021 - June 2022 (7 months)
Singapore

• Completed 7 months intensive program on User Experience Design Immersive
• Worked on 4 different case studies and practice UX research and design process
• Collaboration with a start up for the final capstone project, Pro bono client product design

Singapore Airlines
Flight Attendant
December 2018 - July 2020 (1 year 8 months)

Provide first class customer service in a fast paced environment; handling passenger
needs and escalations in a relatable and professional manner.

———

Education

Chulalongkorn University
Bachelor of Science - BS 1st Class Honor, Architecture · (2014 - 2018)

General Assembly
User Experience Design Immersive · (November 2021 - June 2022)

Ekamai International School
High School Diploma · (2014)