

Chailuck CHANTARAVISUTLERT, PMP

Location: Bangkok, Thailand

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Profile Summary

PMP-certified Business Analyst with 10+ years of experience in healthcare IT and financial services. Specializes in requirements gathering, BRD documentation, and delivering integrations across hospital, insurance, and banking ecosystems.

Core Skills

- Business Requirements Gathering with multiple stakeholders across hospital, insurance and banking
- Data integration and cross-system communication via API specifications using Swagger and Bruno
- Data pipeline design and development following established architectural patterns and best practices
- Automated API validation using Postman, Python, and Node.js scripts
- SIT & UAT environment setup and configuration on on-premise systems (RHEL, Ubuntu) and cloud platforms (AWS, Azure, GCP) using Container (Docker) and CI/CD pipelines (Github Actions)
- Database management and data validation across SQL, NoSQL (MongoDB), OpenSearch, Redis and Kafka

Career Summary

(Nov 2023 – Present) System Analyst Lead – Greenline Synergy, Co. Ltd. (BDMS)

Key Responsibilities:

- o Gathered and documented business requirements from multiple stakeholders across hospital teams and insurance partners, translating them into clear Business Requirement Documents.
- o Managed all incoming and outgoing project documentation, including specifications (Swagger and Bruno), requirement sign-offs, and finalized BRDs across concurrent work streams.
- o Organized and facilitated UAT sessions with hospital and insurance stakeholders, coordinating go-live readiness and post-deployment support.

Key Projects:

- Electronic Signature
 - o Led requirements gathering to transform paper-based hospital signature workflows into a fully digital process, following ETDA regulatory guidelines for different form types.
 - o Supported successful deployment across pilot hospitals, improving claim processing speed and patient experience.
- Electronic Claim for AIA Insurance
 - o Simplified the end-to-end hospital claim process across 40+ hospitals by reducing manual work and paperwork in collaboration with AIA Insurance.
 - o Gathered and documented requirements for new AIA products and features, including influenza vaccine, Pre-Authorization, and Out-of-Pocket calculations on both REST APIs and Kafka.
 - o Coordinated feature rollouts across hospitals, maintaining consistent deployment standards and minimizing disruption to hospital operations.
- BDMS Utilization Review Technology (BURT)
 - o Collected and analyzed data requirements to support an AI-driven clinical decision tool, helping evaluate whether admissions and medical interventions were appropriate before claim submission in order to reduce insurance claim rejections.

(Apr 2021 – Oct 2023) Consulting Manager – Level Five Asia

Key Responsibilities:

- Analyzed fraud trends and provided fraud detection techniques and rule recommendations to banking and financial clients.
- Built and maintained strong relationships with clients and stakeholders across project teams.
- Oversaw all project documentation and communication from RFP through to final project deliverables.

Key Projects:

- Enterprise Fraud Solution (Threatmetrix)
 - Documented requirements for fraud rule configurations covering new vulnerability patterns, including device profiling capabilities.
 - Coordinated integration verification across both web and mobile channels, ensuring a seamless user experience with different financial institutions.
 - Supported the rollout of behavioral biometrics capabilities, ensuring normal authentication flows remained frictionless for end users.
- FeatureSpaces AI Fraud Detection Solutions
 - Captured user requirements for AI-powered fraud detection covering card, merchant, and onboarding fraud use cases.
 - Documented and suggested rules requirements for fraud detection and provided necessary data via ETL processes supporting both synchronous and asynchronous fraud rule processing pipelines as well as developing operational playbooks for customer-facing API notification workflows.
 - Collaborated with technical and business stakeholders to understand fraud detection requirements using AI and provide user requirements to the AI Data Analytics team.

(Feb 2016 – Mar 2021) System Analyst – Greenline Synergy Co., Ltd. (BDMS Group)

Key Responsibilities:

- Designed and developed multiple services using Python and Node.js, leveraging technologies such as Kafka and Redis, with CI/CD integration.
- Acted as Scrum Master for the team, managing sprint planning, tracking development activities, and overseeing delivery workflows using GitLab and GitHub.
- Utilized open-source data technologies including Redis, RabbitMQ, Kafka, ELK Stack, Node-RED, and Confluent to support scalable and reliable system architecture.
- Led the introduction and implementation of new technologies to improve system robustness, availability, and interoperability, including AWS, Docker, Kubernetes, functional programming concepts, architectural design principles, monitoring tools (ELK Stack), and job scheduling capabilities.
- Provided deployment procedures and supported service releases, including post-go-live support.

Key Projects:

- Healthcare Information Exchange
 - Delivered data interoperability of large-scale healthcare data across 40+ hospitals, ensuring standards compliance and providing real-time data services to multiple applications via SSE, Kafka, and Redis for event-driven scenarios, alongside on-demand data REST APIs.

- o Gathered user requirements and implemented tailored services and APIs to support specific use cases such as Vital Signs machines.
- o Conducted performance tuning on AWS infrastructure, optimizing concurrent processing to handle high-throughput workloads, and implemented high availability using Nginx load balancing for reliable service distribution.
- National Healthcare Integration
 - o Integrated BDMS hospital group with national healthcare data exchange to provide health information interoperability across the country.
- BDMS payment gateway integration
 - o Implemented intermediary services for billing and health information exchange between payment gateways and hospital systems, supporting complex data transformation pipelines.
- SAP Middleware
 - o Planned, gathered requirements, and implemented middleware services to support billing data exchange across 40 hospitals, including batch processing and real-time communication with SAP systems using ABAP.

(June 2014 – Feb 2016) Programmer – Progress Software Co., Ltd. (currently KBTG - KBANK)

Key Responsibilities:

- Developed and deployed centralized banking data integration across systems, providing both batch and real-time data APIs for various applications based on defined data specifications.
- Provided deployment procedures and supported service releases, including post-go-live support and real-time issue troubleshooting as a second-tier support.
- Researched and developed big data solutions to handle high-volume banking transactions using Hadoop.

Key Projects:

- **Data Integration Hub (Composite Software)**
 - o Designed and implemented data integration scripts from multiple data sources, supporting both real-time and batch processing using JDBC and ODBC connectors within a layered database architecture.
 - o Delivered data services to banking peripheral applications such as K Plus mobile banking, K-Portfolio, Cash on Hand, and other projects via RESTful APIs, SOAP services, and batch file formats.
 - o Contributed to the K-Transform Big Bang initiative, supporting the migration from legacy core banking to the new core system, ensuring all impacted applications successfully completed UAT and go-live during the scheduled downtime.
 - o Coordinated with software vendors to support and resolve issues across both testing and production environments.
 - o Improved service performance and scalability by implementing database partitioning/splitting strategies, optimizing JDBC/ODBC connections, and applying load balancing with F5 policies to increase throughput and reduce processing latency.

Educations

(Aug 2020 – Aug 2022) Kasetsart University – Master of Business Administration (GPA 3.94)
 Research Article - Agile Roadmapping: Systematic Literature Review (<https://dl.acm.org/doi/10.1145/3535782.3535798>)

(Jun 2009 – May 2014) King Mongkut's University of Technology Thonburi – Bachelor of computer engineering (GPA 3.8)

(1996 - 2009) Bangkok Christian College – Science Math (GPA 3.8)



THIS IS TO CERTIFY THAT

Chailuck CHANTARAVISUTLERT

HAS BEEN FORMALLY EVALUATED FOR DEMONSTRATED EXPERIENCE, KNOWLEDGE AND PERFORMANCE IN ACHIEVING AN ORGANIZATIONAL OBJECTIVE THROUGH DEFINING AND OVERSEEING PROJECTS AND RESOURCES AND IS HEREBY BESTOWED THE GLOBAL PROFESSIONAL CERTIFICATION

Project Management Professional (PMP)[®]

IN TESTIMONY WHEREOF, WE HAVE SUBSCRIBED OUR SIGNATURES UNDER THE SEAL OF THE INSTITUTE

Ike Nwankwo, PMP | Chair, Board of Directors

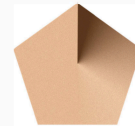


Pierre Le Manh | President & CEO

Certification Number: 2916945

Original Grant Date: 24 December 2020

Expiration Date: 24 December 2026



THIS IS TO CERTIFY THAT

Chailuck CHANTARAVISUTLERT

HAS BEEN FORMALLY EVALUATED FOR EXPERIENCE, KNOWLEDGE AND SKILLS IN THE SPECIALIZED AREA OF AGILE PRINCIPLES, PRACTICES, TOOLS AND TECHNIQUES AND IS HEREBY BESTOWED THE GLOBAL PROFESSIONAL CERTIFICATION

PMI Agile Certified Practitioner (PMI-ACP)[®]

IN TESTIMONY WHEREOF, WE HAVE SUBSCRIBED OUR SIGNATURES UNDER THE SEAL OF THE INSTITUTE

Ike Nwankwo, PMP | Chair, Board of Directors



Pierre Le Manh | President & CEO

Certification Number: 2974598

Original Grant Date: 12 January 2021

Expiration Date: 12 January 2027

