Jirapa Songchom (Jill)

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Professional Summary

Experienced and self-motivated Quality Assurance with over 4 years of experience in the tech industry, including 3 years in quality assurance. Skilled in developing test plans, test cases, test requirements, regression tests, and automation tests. Highly collaborative, working closely with developers, business analysts, and the management team to ensure a deep understanding of both technical and business requirements. Strong knowledge of UX/UI principles and a strategic approach to aligning quality assurance processes with business objectives, ensuring high-quality deliverables that meet user and business needs.

Key Skills

- Software Testing: Manual and Automated Testing
- Test Case Design and Execution
- Bug Tracking and Reporting (e.g., JIRA, Trello)
- Automation Tools (e.g., Playwright, Appium, Robot Framework)
- Gather requirements from users and analyzing feasibility.
- Agile Methodologies and Scrum Framework
- Strong Analytical and Problem-Solving Skills
- Excellent Communication and Documentation Skills

Professional Experience

Software Quality Assurance Manual and Automate

ttb outsourcing (Under OOD-E), Mar 2025 – Present

- Collect requirements by collaborating with the Product Owner (PO) and Business Analyst (BA) to conduct Product Discovery.
- Design test cases based on the collected requirements.
- Test APIs both manually using Postman and through automation using Playwright.
- Co-Lead the team by working closely with developers to deliver work in each sprint.

Software Quality Assurance Manual and Automate

Advance Info Service (AIS) outsourcing (Under ODD-E), May 2023 – Feb 2025 (1 year 10 months)

- Designed, developed, and executed test cases for MyChannel Application for selling products.
- Identified, documented, and tracked software defects using JIRA.
- Performed regression, functional, and integration testing to ensure software reliability.
- Automated test scenarios using Playwright web testing.
- Lead Automate Test process to improve regression test.
- Collaborated with developers, product managers, and stakeholders to resolve issues efficiently.

Software Quality Assurance Manual

ttb outsourcing (Under OOD-E), Aug 2021 – Apr 2023 (1 year 9 months)

- Conducted detailed manual testing for One App (ttb main baking application)
- Authored test plans, test scripts, and test summary reports.
- Analyzed business and technical requirements to develop comprehensive test strategies.
- Collaborated with developers to reproduce and resolve reported issues.
- Manage team for developing Design System for One App (ttb main baking application), communicate with developer, designer and tester for the best result.

User Experience Designer

CAL-CAL, Jul 2020 – Jul 2021 (1 year)

- Work closely with customer to understand their need and requirements, including being the middle person between them and developers.
- Create the wireframe and UI prototype to display the business requirements.
- Design the interface base on existing library by considering the user experience.
- Understand the technical feasibility and business requirements to develop the best version of user interface.

Education

Bachelor of Science in Computer Science

King Mongkut's University of Technology Thonburi - 2020