

# Natcha Chotnoparatpat, SHRM-CP

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## Education

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### Harrisburg University of Science and Technology

MS, Project Management (U.S. work authorization provided)

*expected October 2025*

**Relevant Coursework:** Agile Project Management with Scrum Methodology | Procurement, Contracts and Risk Management

### University of Chicago

MS, Computer Science

*June 2023*

**Relevant Coursework:** Product Management | Applied Data Analysis | Data Visualization

### University of Wisconsin-Madison

BBA, Supply Chain Management, Management and Human Resources

*August 2021*

**Relevant Coursework:** Business Analytics | Management Consulting | Strategic Management

## Professional Experience

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### PricewaterhouseCoopers (PWC)

Chicago, IL

*Workday Supply Chain Specialist (Contractor)*

*March 2022 - July 2022*

- Led Workday SCM implementation for 34 hospitals in IL and WI, the biggest implementation in the NA healthcare industry
- Collaborated with senior management and stakeholders to plan the project timeline, identify issues and risks, deliver weekly technical reports for change control, resulting in a 12% improvement in PAR inventory process efficiencies
- Aligned SCM team's logistic management activities with client's business strategies, reducing errors in SCM services by 8%
- Managed a team of 6 to train over 200 users on Workday, optimizing the internal workflows in 25 medical units
- Advised the heads of procedure-related departments, responsible for ~70% of the hospital's incurring costs, on cost-volume-profit analysis and producing financial and purchasing reports on Workday, increasing accuracies by 14%

### Chim Media

New York, NY

*Operations and Supply Chain Associate*

*August 2020 - January 2021*

- Applied Agile methodologies to the market research process, driving the business as a resources hub for food establishments
- Identified new opportunities and assisted with proposal response by researching logistics systems, sourcing options, and market competition in the food delivery industry in New York to establish a 'farm-to-table' business development plan
- Published a white paper by collecting and analyzing data across 3 teams and virtually coordinated with 4 researchers to propose the business models and present to the business executives and clients, acquiring partnerships with 2 restaurants

### Course Square Co., Ltd.

Bangkok, Thailand

*Product Development Intern*

*June 2020 - July 2020*

- Drove product innovation, using Agile methodologies, to leverage interactive learning trends and differentiate product offerings in a crowded market, developing 2 cutting-edge online courses to increase sales by ~5% and customer engagement by ~7%
- Conducted market research and A/B testing to experiment product elements and performance in the e-learning industry
- Assisted in backlog grooming with product owners and managers to achieve strategic alignments across 3 departments
- Oversaw the quality assurance (QA) of 15 courses to maintain product objectives and timelines, achieving 100% on-time delivery
- Coordinated product launches with the sales and marketing teams to strategize product marketing and pricing to drive sales

## Product Management Projects

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### Interview Preparation Website Development

*August 2023 - Present*

- Initiate the product idea and validate product market-fit by conducting market research and competitive analysis to define MVP
- Manage engineering and design teams to set personal KPIs and team priorities, develop sprints and feedback loop, host knowledge sharing and brainstorming sessions, and organize team building activities, increasing engagement and team efficiency by 20%
- Create project and team charters to define project scope, milestones, timelines, and roles and responsibilities among 6 members
- Create user stories, product roadmap and PRDs, outlining product functionalities, feature specifications and development plan for cross-functional collaboration, meeting 100% feature deadlines and reduce project turnover time by ~11%
- Oversee UI/UX design by working with designers to collect user requirements and conduct usability tests, optimizing user workflows

## Skills and Certifications

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**Skills:** Python, SQL, Tableau, Asana, Wrike, Workday, Salesforce, Microsoft Office Suite (Excel, PowerPoint, Word), Figma, Jira

**Certification:** Society of Human Resource Management – Certified Professional (SHRM-CP)