

TANUPAT WILAWANJIT

Business Analyst / Technology Consultant (Junior)

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PROFESSIONAL SUMMARY

Business Analyst with hands-on experience translating real operational requirements into deployed software — including a freelance systems-development engagement for THE GRAND ZEBRA 2022 CO., LTD. Supports e-commerce operations for a family retail business alongside this work, which keeps the analysis grounded in day-to-day operational reality rather than theory. Comfortable operating at the intersection of business process and technical execution, using AI-assisted tooling (ChatGPT, Claude Code, Codex) to move faster from analysis to working software.

CORE STRENGTHS

Requirements Gathering & Documentation · Process Mapping & Workflow Redesign · Stakeholder Communication · Systems / Domain Modeling · Data-Driven Decision Making · Cross-Functional Coordination

SELECTED PROJECTS — BUSINESS ANALYSIS & SYSTEMS DEVELOPMENT

THE GRAND ZEBRA 2022 CO., LTD. — Freelance Business Analyst & Systems Developer (Contract) Jun 2026 – Present

Client: THE GRAND ZEBRA 2022 CO., LTD. — a B2B camping-equipment manufacturer (multi-generation family business) expanding into B2C

- Ran requirements discovery with the client's sales lead — through recurring meetings, calls, and ongoing chat — to map the existing manual sales workflow: issuing quotations, managing orders, checking stock, handling customer conversations, and preparing packing slips, stock-requisition forms, and billing documents.
- Designed and delivered a system consolidating LINE and Facebook Messenger into one inbox, with orders created directly from the conversation, and modeled the order/quotation/inventory domain around the client's multi-tier B2B pricing (separate Thai-reseller, Lao-reseller, and retail price tiers) and existing paper document formats; a staff-editable replacement for the client's third-party chatbot funnel is in progress.
- Delivered and deployed the MVP to production; continuing to support the client through rollout.

StockHub — Internal Systems Owner, Family Retail Business (Footwear) Nov 2025 – Present

- Analyzed operational bottlenecks across 5 e-commerce storefronts (TikTok Shop, Lazada, Shopee) and in-store POS, then defined business rules and system requirements for order-status stock movement, reserved/buffer stock, SKU structure, return handling, and source-of-truth logic between systems.
- Designed and launched StockHub (Apr 2026) to centralize order pulling, control sheets, pick lists, inventory updates, and reconciliation — cutting daily operational processing time from ~3 hours to 30–60 minutes.
- Reduced peak-period overselling to no more than ~2–3 orders per affected SKU, down from a recurring issue.

PROFESSIONAL EXPERIENCE

E-commerce Operations Specialist — Family Retail Business (Footwear) Nov 2025 – Present

- Manage daily operations for five storefronts (TikTok Shop, Lazada, Shopee), covering order processing, inventory, customer issues, returns, pricing, and promotions.
- Support 5,000+ active SKUs; typical daily volume under 10 orders, with seasonal peaks of ~300 orders/day for 2–3 months per year.
- Coordinate with marketplace support teams, customers, in-store staff, affiliates, and logistics providers to resolve operational and delivery issues.

Seasonal E-commerce Operations Support — Family Retail Business 2022 – Oct 2025

- Supported peak-season operations (~2 months/year): marketplace orders, stock updates, picking/packing, customer service, promotions.

SKILLS & TOOLS

Data: SQL, Microsoft Excel · AI & Automation: ChatGPT, Claude Code, Codex, API Integration, Workflow Automation · Languages: Thai (Native), English (Working Proficiency)