

SITHIDETH BOUASAVANH

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EDUCATION

Bachelor of Information Technology
Gujarat Technological University, India
CGPA: 8.11/10.0

2014-2018

WORK EXPERIENCE

Software Developer — Banque pour le Commerce Extérieure Lao (BCEL)
Vientiane, Lao PDR

Dec 2018 – Present

- Developed and maintained core features of BCEL mobile banking apps using Svelte, Java, and Swift.
- Managed backend development for secure online banking platforms.
- Led a junior developer team for software maintenance projects.
- Collaborated with IT infrastructure teams to ensure security and robustness.
- Delivered multiple large-scale software upgrades with zero downtime.

Delivered Projects

• **OneCare – Chat-Based Customer Support System (2019-2020)**

Led the development of OneCare, a chat-based customer support system that increased daily inquiry throughput by 430% (from 200 to 1,300) and reduced in-branch visits by 30%.

To overcome the limitations of traditional hotlines, I engineered a real-time backend with Node.js and WebSockets, a customer-facing chat app in Svelte, and an agent platform in VueJS. The system empowered 20 trained support agents to handle multiple inquiries simultaneously, leverage multimedia for enhanced troubleshooting, and resolve issues remotely using a secure face identification feature.

• **Cardless Cash Withdrawal via Mobile App (2020-2021)**

Pioneered the first cardless cash withdrawal system in Laos, eliminating ATM skimming fraud for users and achieving a 25% adoption rate within six months of launch.

To combat the security risks of magnetic stripe cards, I led the end-to-end development of a secure QR-based withdrawal feature in the BCEL mobile app. The project involved defining technical specifications with the ATM vendor (NCR), upgrading the core banking system, and coordinating a firmware rollout across 1,000 ATMs nationwide, supported by a collaborative marketing campaign to drive customer awareness and adoption.

WORK EXPERIENCE

- **OneCampus — Schools' bill payment (2021-2022)**

Designed and developed OneCampus, a scalable service with the potential to serve 1,000 schools nationwide and enable 2 million BCEL customers to pay tuition fees directly through their mobile app.

This platform revolutionizes fee collection for educational institutions, allowing them to generate bills for their entire student body simply by uploading a spreadsheet. I engineered the full-stack solution, building the backend service with Express.js connected to an Oracle database on AWS RDS, and developing the administrative web portal for schools using VueJS.

- **Smart POS Modernization (2023-2025)**

Spearheaded a strategic initiative that certified BCEL as a direct POS acquirer for all major card schemes—including Visa, Mastercard, Amex, UnionPay, and JCB—while successfully replacing 2,500 legacy, on-premise terminals with a modern Smart POS system.

This project transitioned the bank's merchant payment infrastructure from rigid hardware to a flexible, software-driven solution. I developed the core Android application for the new devices using the Capacitor SDK with a Svelte webview, and conducted merchant training to ensure a smooth nationwide adoption.

TECHNICAL SKILLS

- **Languages:** JavaScript, TypeScript, Java, PHP, SQL.
- **Frameworks & Libraries:** Svelte, Vue, Node.js, Express, Spring.
- **Databases:** PostgreSQL, MariaDB, Oracle, Redis.
- **DevOps & Tools:** Docker, Jenkins, Git, AWS (EC2, S3, Lambda, RDS.)