

# SITHIDETH BOUASAVANH

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## EDUCATION

<b>Master of Information Technology, Specialized in AI</b> Macquarie University, Sydney, Australia	<b>2026 - DEC 2027</b> Expected
<b>Bachelor of Information Technology</b> Gujarat Technological University, Gujarat, India	<b>2014 - 2018</b> CGPA: 8.11/10.0

## WORK EXPERIENCE

<b>Software Developer — Banque pour le Commerce Extérieure Lao (BCEL)</b> Vientiane, Lao PDR	<b>2018 – 2025</b> 7 years
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- Led junior developers in building and maintaining core BCEL mobile banking features.
- Translated business requirements from cross-functional teams into technical specs.
- Refined app functionality and user experience by integrating direct customer feedback.

### Delivered Projects

#### OneCare (Chat Support)

Developed a chat-based customer support system that increased inquiry capacity by 430% and reduced in-branch visits by 30%.

#### ATM Cardless Cash Withdrawal

Pioneered a QR-based ATM transaction to eliminate 100% of card skimming fraud, increasing security and customer satisfaction.

#### OneCampus (Bill Payment)

Built a tuition payment platform for 1,000 schools, enabling 2 million users to pay fees via BCEL apps and driving bank revenue through transaction fees.

#### Smart POS Modernization

Replaced 2,500 keypad-based POS with smart POS, improving merchant workflow and unifying the customer interface for tap-and-go and QR payments.

## TECHNICAL SKILLS

- Languages:** JavaScript, TypeScript, Java, Python.
- Frameworks & Libraries:** Svelte, Vue, Node.js, Express, Spring.
- Databases:** PostgreSQL, MariaDB, Oracle, Redis.
- DevOps & Tools:** Docker, Jenkins, Git, AWS (EC2, S3, Lambda, RDS.)
- Niche:** Card acquiring; EMV protocol for POS and NDC protocol for ATM.