

Pirawat (Pax) Mongkolnavin

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Education

University of York

Sep 2024 – Jul 2027 (expected)

BSc Interactive Media

York, UK

- Modules: User Experience Design, Developing Interactive Media, Storytelling for Interactive Media
- Year 1: 2:1 · Year 2: 1:1

Shrewsbury International School Bangkok

Oct 2020 – Jun 2024

A-Levels: English Literature, Business, Psychology

Bangkok, Thailand

Experience

UX Research Intern

Jul – Aug 2026

Arise by INFINITAS (Krungthai Bank)

Bangkok, Thailand

- Drafted the moderation script and discussion guide for a qualitative research study on PaoTang's homepage redesign; designed two card sorting tasks used across all 14 sessions
- Built the primary cross-participant rainbow sheet from scratch — synthesising findings across 14 participants and 42+ insight rows to surface confirmed patterns and contradictions in user mental models
- Independently moderated one complete end-to-end user research session; provided live note-taking support across remaining sessions, capturing SEQ scores, behavioural observations, and verbatim quotes
- Produced task findings write-ups, prioritised recommendations, and a 30-slide stakeholder research report independently presented to the product team

UX Design Intern

Jul – Aug 2025

Arise by INFINITAS (Krungthai Bank)

Bangkok, Thailand

- Conducted competitive analysis of QR payment flows across five major Thai banking apps, benchmarking against Apple Pay to identify behavioural friction in time-sensitive journeys
- Applied heuristic evaluation, journey mapping, and think-aloud usability testing with internal participants to surface actionable usability findings
- Identified that regulatory and security constraints — not poor design — drove existing flow complexity; recommended targeted improvements to labelling, confirmation steps, and input patterns within those constraints
- Synthesised findings into a recommendations deck presented to the DX team lead

Digital Content Intern

Jul – Aug 2023

Ministry of Foreign Affairs (Thailand)

Bangkok, Thailand

- Supported planning and execution of a national sustainability campaign across digital channels including X (Twitter)
- Collaborated with communications stakeholders to align content strategy with objectives; managed workflows to ensure consistent messaging across channels

Projects

Barley Hall Volunteer Training Guide

2024–25

UX Research & Design · University of York

York, UK

- End-to-end UX research and design for a historic York attraction — qualitative interviews, accessibility evaluation, usability testing, insight synthesis, and prototyped training guide
- Received 1:1 first-class result

Skills & Tools

Research: Qualitative user interviews · think-aloud testing · heuristic evaluation · journey mapping · insight synthesis · rainbow sheet analysis · SEQ scoring

Design: Figma · wireframing · interaction design · visual design · Adobe Photoshop · Canva

Other: Microsoft Fundamentals of UI/UX Design (certified)

Languages: English (native) · Thai (native)