

# Vissarut Promkaew (Ben)

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## SUMMARY

Energetic and tech-savvy professional currently pursuing a Computer Programming Diploma at George Brown College (Expected 2026). Passionate about helping people get the most out of technology by delivering clear, confident support and friendly service. Known for adaptability, fast learning, and a strong customer-first attitude aligned with Apple's values.

## WORK EXPERIENCE

### Silom Thai Bistro — Caller

Toronto, Canada | Oct 2023 – Present

- Ensured smooth kitchen prep and order readiness in a high-volume service environment
- Communicated effectively with staff to fulfill customer orders accurately and promptly
- Maintained consistent quality and presentation for appetizers and guest-ready items

### American Express Co., Ltd. — Customer Care

Bangkok, Thailand | Oct 2022 – Sep 2023

- Guided new customers through onboarding and account setup
- Analyzed credit reports and resolved inquiries with professionalism
- Provided policy-aligned support, ensuring both security and satisfaction

### Shopeepay Co., Ltd. — Junior Operation Analyst

Bangkok | Apr 2021 – Feb 2022

- Delivered front-line support and technical assistance during user onboarding
- Investigated account and transaction issues to ensure AML compliance
- Contributed to workflow optimization and customer success metrics

## WORK EXPERIENCE

### Bitkub Online Co., Ltd. — KYC Associate

Bangkok | Oct 2022 – Sep 2023

- Guided users through digital verification processes
- Resolved access issues and ensured compliance with security protocols

### Bangkok Airways — Cabin Mechanic

Bangkok | Dec 2018 – Jul 2020

- Performed aircraft repairs and safety inspections
- Collaborated with engineers to improve structural performance

## EDUCATION

- George Brown College – Toronto, ON  
Computer Programming Diploma (Expected 2026)
- ILAC International College – Toronto, ON  
Service Excellence for Business Diploma
- Civil Aviation Training Center – Bangkok  
Aircraft Technology Diploma (2018)

## SKILLS

- Customer Experience
- Technical Proficiency
- Problem Solving
- Team Collaboration
- Adaptability
- Risk Analysis
- Process Improvement
- HTML
- CSS
- JavaScript
- C#
- Terminal/CLI
- English: Professional Proficiency

## Languages

- English: Professional proficiency

## Certifications

- Smart Serve, Food Handler

