

Vissarut Promkaew (Ben)

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Personal Summary

Dynamic professional with a proven track record at American Express, excelling in customer service and process optimization. Adept at analyzing credit reports and mitigating risks, while demonstrating strong decision-making and time management skills. Recognized for enhancing customer satisfaction and streamlining onboarding processes in fast-paced environments.

Skills

- Microsoft Office proficiency
- Fast-paced environment adaptability
- Customer service excellence
- Process optimization
- Team collaboration
- Time management skills
- Decision-making ability
- Quality control

Work Experience

October 2023 to
Current

Silom Thai Bistro Toronto, Canada **Caller**

- Prepare kitchen and ingredient station ready for restaurant open
- Prepare ingredients according to menu that ordered by customer for chef to cook
- Handle with appetizer menu such as soup or salad
- Processed orders, forms, applications, and requests accurately.

October 2022 to
September 2023

American Express Co., Ltd. Bangkok, Thailand **Global New Account Customer Care Professional**

- Reviewed card application and contact with card applicant through voice and message
- Provided an exceptional level of customer service related with company policies
- Set up and onboarded the new card applicant to company internal system
- Analyzed card applicant credit bureau report, Evaluate fraud and financial status

October 2022 to
September 2023

Bitkub Online Co., Ltd. Bangkok, Thailand **KYC Associate**

- Provided an exceptional level of customer service through telephone call
- Investigated customer risk according to anti-money laundering act.
- Provided solution and suggestion for customer during KYC process

April 2021 to
February 2022

Shopeepay Co., Ltd. Bangkok, Thailand **Junior Operation Analyst**

- Provided an exceptional level of customer service through telephone call
- Investigated customer risk according to anti-money laundering act.
- Provided solution and suggestion for customer during KYC process

December 2018 to
July 2020

Bangkok Airways PCL. Bangkok, Thailand **Cabin Mechanic**

- Fabricated, repaired, and installed aircraft structural assemblies.

- Collaborated with engineering teams to modify aircraft structures for performance enhancements.
- Performed daily postflight and preflight inspections.
- Executed non-destructive testing techniques to assess aircraft structural integrity.

Education

May 2025	ILAC International College Toronto, ON, Canada
July 2018	Service Excellence for Business Diploma Civil Aviation Training Center Bangkok, Thailand
	Aircraft Technology Diploma George Brown College Toronto, ON High School Diploma

Certifications

- Smart Serve
- Food Handler

Languages

English:
Professional