Chawin Sungwalngern

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Portfolio: www.chssk.com | 🎧 | 💼 | Für den deutschen Lebenslauf bitte hier klicken 📄
Languages: **Thai:** Native, **English:** Professional fluency, **German:** Basic (Telc B2 certificate)

INTRODUCTION AND SUMMARY

With 3+ years of experience in hospitality and a Bachelor's in Computer Science, I enjoy combining technical skills with guest service. My first role in the hotel industry inspired my passion for guest interaction and service excellence. I'm excited to build my career in the hospitality industry.

SKILLS

Programming Languages: HTML5, Python, JavaScript, C, C++, TypeScript
Databases & Frameworks: PostgreSQL, MySQL, MongoDB, React, Matplotlib, Flask
Admin Tools, Version Control & OS: MS Office, Git, GitHub, Windows, macOS
Hotel Software: Oracle OPERA PMS, Bart PMS, Amadeus PMS, Kaba Lodging, MICROS POS, OTA Systems (e.g., Booking.com, Expedia, Animod), Online Booking Management
Soft skills: Flexibility, Customer-Oriented, Problem-Solving Skills, Positive Attitude

WORK EXPERIENCES

Front Office & Reservation Support May 2021 → Present
Premier Inn Holding GmbH Berlin, Germany

- Organized and led the ground-floor team during shifts; hands-on work across all hotel operations—from front desk to back-office and administrative tasks.
- Managed guest reservations, modified bookings, processed cancellations and special requests via phone, email, and online channels.
- Processed check-in/check-out and handled invoices with a guest-first approach.
- Collaborated with service, housekeeping and bar teams to deliver seamless guest experience.

IT Support 2020 → 2021
Tech Combine Co., Ltd. Bangkok, Thailand

- Provided **first-level technical support** for hardware/software issues, including remote support, error diagnostics, and structured troubleshooting.
- Installed, configured, and maintained Windows PCs, printers, networking, VPN access, and user management via Active Directory.
- Handled support tickets within SLA targets and documented solutions in an internal knowledge base.

PROJECTS

Web Applications & Hotel Tools 🔗
- Developed browser-based tools for hotel operations and guest management.
- Used **HTML5**, **JavaScript**, **TypeScript**, and **CSV** for frontend logic and data handling. Integrated **Firebase**, **pdf-lib**, **Tesseract.js**, and external systems like **Opera PMS** and **Roboflow YOLO**.
- Example Projects: **DepatureLive (Reception Site)**, **DepatureLive (Housekeeping Site)**, **DepartureScheduler**, **CashDashboard**, **ChecklistAutomation**, **BookingSystem**, **QRcodeMaker**, **LanguageTrainer**, **MlCoinCounter**.

Self-hosted Services & Infrastructure 🔗
- Deployed self-hosted services using **Docker Compose**, with persistent volumes, secure configurations, and custom port mappings.
- Used **MariaDB**, **MySQL**, and NAS-based storage for reliable orchestration and data persistence. Configured environments with SSL and user access for private, stable infrastructure.
- Example Projects: **Vaultwarden**, **Nextcloud**, **Ghost (CMS)**, **AdGuardHome**, **Homarr**, **EditorPDF**, **HomeAssistant**.

EDUCATIONS

Bachelor in Computer Science (GPA: 1.8) 2021 → 2023
SRH Berlin University of Applied Sciences Berlin, Germany

Bachelor in Engineering Management (GPA: 2.5) 2010 → 2015
Thammasat University Bangkok, Thailand