

Chawin Sungwalngern

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Portfolio: www.chssk.com |  |  | [Für den deutschen Lebenslauf bitte hier klicken](#) 

EDUCATIONS

Bachelor in Computer Science (GPA: 1.8)

2021 → 2023

SRH Berlin University of Applied Sciences

Berlin, Germany

- **Thesis:** Full-stack reservation system for hospitality industry

Bachelor in Engineering Management (GPA: 2.5)

2010 → 2015

Thammasat University

Bangkok, Thailand

- **Thesis:** The effects of social media policies on users

WORK EXPERIENCES

Front Office & Customer Service

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.
- Handled inquiries, bookings, and billing with high efficiency and passion for guest services.
- Customer service: Managed check-in/check-out processes to ensure a smooth and warm experience.
- Accurately processed bookings, requests, and invoicing with a customer-focused approach.
- Collaborated with service and bar teams to deliver comprehensive guest support.

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**, **MICoinCounter**.

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**.

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 OPERA5 PMS, Bart PMS, Amadeus PMS, Kaba Lodging, MICROS POS

LANGUAGES

Thai: Native, **English:** Professional fluency, **German:** Basic (Telc B2 certificate)