# Chawin Sungwalngern

Location: Berlin, Germany | Email: chawinkk@protonmail.com | Phone: +49 015 510025165
Portfolio: www.chssk.com | :octocat: | :linkedin: | *Für den deutschen Lebenslauf bitte hier klicken* :pdf:
Languages: **Thai:** Native, **English:** Professional fluency, **German:** Intermediate (Telc B2 certificate)

## INTRODUCTION

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

**Administration, Version Control & Operating Systems:** MS Office, Git, GitHub, Windows, macOS

**Hospitality Softwares**: 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

## EXPERIENCES

**Front Desk & Service** — Oct 2025 → Ongoing
*Premier Inn Hotel GmbH (Alexanderplatz)* — *Berlin, Germany*
- Handled check-ins and check-outs, ensuring smooth operations and guest satisfaction.
- Planned and coordinated availability, reservations, cancellations, invoices, payment processes and responded to inquiries and offered solutions via phone, email, and in person, providing clear information.
- 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.
- Adapted to working independently across diverse shifts: kitchen, early, late, and night shifts.

**Front Desk & Service** — Nov 2024 → Oct 2025
*Premier Inn Hotel GmbH (City Centre)* — *Berlin, Germany*
- Performed full Front Desk and Service responsibilities (identical scope as Alexanderplatz but less rooms), ensuring smooth guest operations.

**Working Student** — 2021 → 2024
*Premier Inn Hotel GmbH* — *Berlin, Germany*

**Part-time** — 2017 → 2020
*Holiday Inn Express Berlin City West* — *Berlin, Deutschland*

**Project Coordinator & IT Support** — 2016 → 2017
*Tech Combine Co., Th.* — *Bangkok, Thailand*

## PROJECTS

**Departure Scheduler**
- Web application taking the raw data from PMS system to generate departure and stay-over report instead of highlight manually.

**DepatureLive (Reception Site) & DepartureLive (Housekeeping Site)**
- Web app real-time departure room dashboard communication between housekeeping and reception.

## EDUCATIONS

**Master of International Finance & Accounting (GPA: 2.4)** — Oct 2023 → Nov 2024
*IUBH University of Applied Sciences* — *Berlin, Germany*
- **Master Thesis**: Investment Diversification and Dollar-cost averaging

**Bachelor of Computer Science (GPA: 1.8)** — 2021 → 2023
*SRH Berlin University of Applied Sciences* — *Berlin, Germany*
- **Thesis**: Full-stack Gastronomy Reservation System

**Bachelor of Engineering Management (GPA: 2.5)** — 2010 → 2015
*Thammasat University* — *Bangkok, Thailand*
- **Thesis**: The Impact of Social Media Policy on Users