

Nattakarn Mingsamoh

Provide customer service Fluent in Thai, English and Chinese. Advance understanding of operations and customer service strategies.



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Nonthaburi 11110, Nonthaburi, Thailand 📍

29 October, 1993 📅

WORK EXPERIENCE

Senior Lecturer Coordinator, Secretary Panyapiwat Institute of Management, Office of General Education

07/2018 - Present
CP ALL

Achievements/Tasks

- Coordinator for Thai and Foreign part-time lecturer by providing them general information, rule. coaching them about the systems of institute, solving their problems, advising and taking care of them throughout a semester.
- Calculate the payment for all part-time lecturers every month.
- Process paper work for lecturer such as examination paper submitting, grade submitting, international conference, schedule arrangement etc.

Customer Relation officer Thai Smile Airways

10/2016 - 04/2018 Thai Smile Airways

Achievements/Tasks

- Assisting customer through the procedures and related documentation.
- Improving the overall customer relationship, delivering reliable administrative support and customer service.
- Provided customer service and use communication both English and Chinese.

Chinese personal tutor Own office

Thai Airways International Public
Co., Ltd

Achievements/Tasks

- Hired by student families to provide in-home academic tutoring, instructional support, homework assistance and prep after school, on weekends and during summer breaks.
- Providing professional quality Chinese language lesson development and instruction.

Student Trainee of aviation security Thai Airways International Public Co., Ltd

2013

EDUCATION

B.A. Business Chinese, Faculty of Liberal art Mae Fah Luang University ,

07/2012 - 03/2015 3.42

Courses

- 2nd class honours

SKILLS

Analytical skill

Work under pressure

TOEIC : 660

Chinese language

HSK: 5

Negotiation

Highly responsible

Microsoft Window

GDS master

QUALIFICATION

Extensive Customer service and customer care experience. Dedicated to work hard and able to work well under pressure . Friendly, humble, flexible and helpful.

Weight: 58 kg High: 170 cm

CERTIFICATES

Safety Management System (05/2017)

Learn about the evolution of safety management and how SMS addresses the organization's role in safety.

LANGUAGES

Thai ● ● ● ● ●

English ● ● ● ● ○

Chinese ● ● ● ● ○

INTERESTS

Social network

Traveling

Singing

Exercise

Listen to music

Watching movies

Reading