

PERSONAL DETAILS

Name : Win Win Maw
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Contact Number : (+66) 0990575530
Nationality : Myanmar
Work Permit Requirement : Yes
Portfolio : <https://sytreacy.github.io/portfolio/index.html>
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EDUCATION

Gusto Higher Education Institute Yangon, Myanmar
Pearson BTEC Level 5 Higher National Diploma in Computing 2018 – 2021

Yangon University of Foreign Languages Yangon, Myanmar
Bachelor of Arts (Japanese) 2014 – 2018
- Selected for Scholarship from Bank of Tokyo-Mitsubishi UFJ 2017

PROFESSIONAL EXPERIENCE

Spa Receptionist

Let's Relax Spa & Onsen 2nd May, 2024 – 17th November, 2024

- Welcome customers warmly, handle check-in and check-out procedures
- Schedule appointments for spa services, including massages, facials, and body treatments, using booking website
- Answer phone calls and handle inquiries regarding spa services, availability, pricing
- Keep the lobby area clean and well-organized
- Communicate effectively with spa staffs to ensure seamless coordination of appointments and services
- Process service payments in cash, credit/debit cards, vouchers and provide accurate receipts
- Refill stocks for masseurs

Front Office Assistant

Pun Hlaing Hospitals

25th September, 2023 –31st March, 2024

- For efficient service, communicated with appropriate departments and individuals regarding patients' inquiries about their symptoms for doctor appointments, specific tests
- Provided customer service by registering patient information into the Patient Administration System (PAS), attending to patients' needs based on their conditions such as sending them to specific departments or emergency department
- Reserved inpatient and outpatient appointments, and Home Services
- Ensured cleanliness and tidiness of registration counter
- Communicated in English, Japanese, and Chinese to foreigners by informing them that doctors could only communicate in English and Burmese
- Handled cash transactions and maintained accurate records by collecting consultation fees and other related fees from patients, assisting them with further directions instructed by doctors in documents, gathering fees for doctors when they were about to leave, printing documents to get their signatures when handing over the fees
- Ensured that all payment modes are collected accurately in a timely manner, checked the patients' signature whenever the payments were with credit cards
- Issued receipts, and obtained approvals from superiors for refund cases
- Taught and assisted newcomers with getting used to the system till they could serve the patients independently
- Completed other duties assigned by the manager

Commercial Intern

Shop App MM

June 2023 – 7th September, 2023

- Conducted research and gathered information for the content creation process
- Ensured content to be accurate, consistent and up to date across all web pages
- Conducted on-site photoshoots at seller's shops to capture high-quality images of products
- Utilized lighting, composition, and equipment effectively to create visually appealing images
- Ensured the timely delivery of uploads, sale reports and presentations set by superiors
- Prioritized tasks effectively to meet deadlines and achieve desired outcomes
- Maintained open communication with the manager and colleagues to seek guidance and provide updates on progress

- Successfully executed additional tasks assigned by the manager

Web Developer Intern

Lyrion Innovations

February 2022 – April 2022

- Created and implemented well-designed, testable website user interfaces and features based on technical requirements, including navigation menus, contact forms, product lists, shopping cart, search, collapsible accordions, about, and user profiles
- Integrated data from databases using MySQL to improve website functionality and user experience
- Implemented fully-functional websites from scratch using standard HTML, CSS, JavaScript, PHP, Bootstrap, and jQuery practices, incorporating modern design trends

Human Resources Intern

TOP CAREER MYANMAR Fourth Valley
Concierge

2 – 22 May 2018

- Implemented effective talent acquisition and recruitment process for new multiple full-time hires
- Conducted initial interviews for candidates and scheduled interviews according to their availability
- Created compelling job postings and shared them on multiple social media platforms
- Identified potential clients through research and outreach, resulting in 2 new sales meetings

VOLUNTEER EXPERIENCE

Content Writer

Hype Think Education Academy

October 2022 – June 2023

- Ensured the contents' accuracy and credibility by editing and proofreading

- Researched, wrote content for the company's blog, covering topics related to productivity, language skills, life advice, survival, and technology
- Participated in editorial meetings and contributed ideas for improving the publishing process

CERTIFICATES & COURSES TAKEN

Coursera	February 2024
Google UX Design Professional Certificate	
Hype Think Education	8 February 2023
Google Tools Workshop & Training for Volunteers	
Creative Online School (Udemy)	6 February 2023
jQuery for Absolute Beginners: From Beginning to Advanced	
University of Taxila	December – January 2023
Certificate in Career Readiness and Professional Development (CRPD)	
Advanced Institute of Mechanics & Technology – AIMT	August – May 2022
Web Development Course	

LANGUAGES

Burmese (Native)	Japanese (N2)	Thai (Basic)
English (Advanced)	Chinese (Basic)	

STUDY ABROAD AND INTERNATIONAL EXPERIENCE

JENESYS 2018 (ASEAN Inbound Program 19th Batch)	January 22 - 29, 2019
Exchange in Japanese Culture Workshop (in Japan)	

- Participated in an exchange program on Japanese culture and society, organized by the Japanese government and hosted by local organizations and companies

- Developed cross-cultural communication skills through interactions with fellow participants and host family members
- Gained insights into different approaches to technology and innovation through visits to university
- Demonstrated adaptability and flexibility by adjusting to new cultural norms and customs during the program

REFERENCES

Nanda Ko Ko Lwin

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