



Michael Bernard

SOLOPRENEUR/FREELANCER

Profile

Experienced and motivated solopreneur/freelancer with valuable business experience and a passion for the digital business. Results-oriented, with a proven track record of working with a team to achieve goals. Has experience in remote work and is capable of effectively managing all processes.

Work experience

Solopreneur, Upxero, Remote work, Worldwide

MAY 2022 – PRESENT

- Networking
- Seeking work
- Discussing requirements with clients
- Creating designs
- Using specialized computer software and making sure projects are completed in time

Freelancer, TeleMarCom, Remote work, Worldwide

JANUARY 2021 – PRESENT

- Handles incoming calls/emails or inquiries from prospective customers or clients
- Assists customers effectively by solving customer disputes
- Provides customer additional information or explains services
- Discusses products offered and ensures customer satisfaction
- Tactfully handles confrontational or stressful interactions with the public
- Completes supporting paperwork and data entry as required
- Accurately captures customer information

Entrepreneur, Sawadee/Mike's Sushi, Netherlands/Thailand

DECEMBER 2010 – DECEMBER 2020

- Plan, organize and coordinate all restaurant operations and events
- Recruit, direct and supervise executive staff so that the serving and kitchen staff works efficiently and according to policy
- Develop and promote marketing strategies
- Manage and coordinate accounting, budgets, statistical statements and operating figures, determine pricing and strive for target profit figures
- Oversee maintenance, supplies and furnishings, maintain contacts with contractors and suppliers, negotiate arrangements
- Coordinating reception and taking orders from guests
- Answering questions about the restaurant and its services, handling complaints and comments from guests

Manager, Panache Europe, Belgium

OCTOBER 2007 – JUNE 2019

- Perform multiple tasks simultaneously
- Follow ethical code of conduct for gambling
- Ensure legal gaming
- Manage casino facilities
- Supervise the gaming area
- Manage casino

Info

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Lam Phaya Klang, 30130
Thailand
+66 652462242
mike_bernard@live.nl

NATIONALITY

Dutch/Thai

DATE OF BIRTH

26-06-1986

Skills

Independant
Leadership and Teamwork
Determination and Persistence
Flexibility
Communication Skills
Excellent IT skills

Computer skills

[MS Office](#)
[Social Media](#)
[Adobe](#)
[HTML5](#)
[CSS3](#)
[JavaScript](#)
[Bootstrap](#)
[jQuery](#)
[React](#)
[Python](#)

Languages

Dutch

English

Thai

Hobbies

Karate, Muay Thai, Computer programming, Cooking & Traveling

- Apply conflict management
- Follow safety regulations in a gaming room
- Collaborate in an organized manner with other team members

Education

Full Stack Web Development, Udemy, Online, Thailand

JANUARY 2022 – PRESENT

Enterprise Modeling, Open University of the Netherlands, Heerlen, Netherlands

DECEMBER 2020 – MAY 2021

Hospitality Entrepreneur, NHA Educations, Panningen, Netherlands

SEPTEMBER 2009 – JULY 2010

Senior general secondary education (HAVO), Reynaert College , Hulst, Netherlands

SEPTEMBER 1999 – JULY 2004

Certifications

Social Hygiene, Horeca Foundation Netherlands

APRIL 2010

Permit class D, Gaming Commission Belgium

OCTOBER 2007

Extracurricular activities

Assistant Trainer, Meijin Ryu Karate-Do, Belgium/Thailand

FEBRUARY 2008 – PRESENT

- Teaching relevant skills, tactics and techniques
- Monitoring and enhancing performance by providing tuition, encouragement and constructive feedback
- Identifying strengths and weaknesses
- Advising about health and lifestyle issues
- Developing training programmes
- Undertaking administrative tasks

References

Ivan Mombert from Panache Europe

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Anchalee Wangyiplang from Sawadee

sawadee.info@gmail.com | +32 493297484

Mark Heymans from Meijin Ryu Karate-Do

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Nicole Hernandez from TeleMarCom

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