

# MR.CHONMAPHOOM SINGHAD

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## OBJECTIVE

I would love to utilize my outstanding interpersonal skills and excellent customer service skills to provide the best experience to customer

## PERSONAL DATA

**Date of Birth:** April 25th, 1988

**Religion:** Buddhist

**Height:** 175 cm.

**Hobbies:** Playing sports and reading

**Nationality:** Thai

**Marital Status:** Single

**Weight:** 67 kg.

**Military Service:** Exempted

## CORE COMPETENCY

- Good Command of English Language (Listening, Speaking, Reading and Writing)
- Fair Command of French Language (Listening, Speaking, Reading and Writing)
- Solid experience in customer service (Hotel Industry)
- Exceptional Interpersonal Skills
- True ability to work well with others as part of a team
- Friendly, approachable and enthusiastic
- Strong physical ability to perform all job functions
- Good computer skills in Microsoft office and basic programs
- Good skills in Opera system for front desk
- Basic skills in Masha & IMS system for Marriott International Reservation
- Huge experience as a hotel clerk
- Responsible to keep hotel fresh and up to date
- Telesales skill also customer service and solve problem on the phone
- Property asset management
- Sales and marketing management skills
- Public relations skills

## EDUCATION

2007 – 2010

**Bachelor Degree in Tourism and Hotel Management**

Major : Tourism and Hotel Mahasarakham University ,  
Thailand.

2007 – 2010

**High School**

Major : Science and Mathematic  
Sarakhampittayakhom School , Thailand.

## WORK EXPERIENCE

1. Worked as **SMEs Sales Executive in Deliverree (Thailand) Co.,Ltd.** from Oct 2015 to Dec 2015  
Role : Approaching potential customers with the logistic, transportation business; work to maintain good relationships with existing clients, gaining repeat business wherever possible.
2. Worked as **Marketing Consultant in Thai Groupon Ltd.** from Jul 2015 to Sep 2015  
Role : Engage customers and improve business opportunities, both through retaining existing clients and attracting new patrons. Through a well-developed and targeted campaign, a successful marketing and strategy plan will help companies achieve defined and measurable goals.
3. Worked as **Brand&Marketing, Public Relations in Bespoke Hospitality Management Asia (BHMAAsia)** from Mar 2015 to Jun 2015  
Role : Brand&Marketing-Responsible for more than executing marketing campaigns; they are also in charge of managing and developing P&L and driving market growth. Strong analytical skills, business savvy and the ability to multitask are all essential.  
Public Relations-Officers use a wide range of media to build and sustain good relationships between the employing organisation and its clients through planned publicity campaigns and PR activities.
4. Worked as **Online Sales & Reservation Executive in Bespoke Hospitality Management Asia ( Position changed )** from Jan 2015 to Mar 2015  
Role :Liaise closely with Revenue Management, local sales offices and Marketing department to ensure online sales efforts are optimised to support the airline's overall revenue generation. You will ensure excellent cooperation and synergy with Commercial management as well as promoting strong working relationship with E-commerce, Global Sales, Revenue Management, Customer Experience, and manage reservation all bookings 13 properties.
5. Worked as **Asset management in Plus Property Co.,Ltd. ( Sansiri )** from Nov 2014 to Dec 2014  
Role :Experts in either regional market fundamentals or in specific property types, and are responsible for optimizing the value of the assets in their custody.
6. Worked as **Front Desk in Bangkok Marriott Hotel Sukhumvit and Marriott Executive Apartment Sukhumvit-Thonglor ( Marriott Inc. )** from Feb 2013 to Oct 2014  
Role : Successful guest service agents know the important of building long-term relationships with customers, as well as hotel employees and suppliers. Although work independently, foster the teamwork needed by organizations to function efficiently. Good verbal and written communication skills can interact positively with guests and employees. Also know how to increase hotel revenue by suggesting products and services that guests can buy. Good attention to detail is important for following quality standards, while physical stamina may be needed to remain standing throughout most of the shift.
7. Worked as **Bank Teller in Siam Commercial Bank (SCB)** from Nov 2012 to Feb 2013  
Role : Accurately and efficiently process and record routine transactions for bank customers including cashing checks, accepting deposits and withdrawals, processing loan payments and money transfers. Promote and advise on the bank's products and services.
8. Worked as **Front Desk in Pattaya Marriott Resort&Spa ( Marriott Inc. )** from Jun 2011 to Oct 2012
9. Worked as **Front Desk in Renaissance Phuket Resort&Spa ( Marriott Inc. )** from Feb 2011 to Jun 2011
10. Worked as **Front Desk ( Trainee ) in Courtyard by Marriott Phuket at Surin Beach ( Marriott Inc. )** from Oct 2010 to Jan 2011