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**RESUME**

**MS. WARICHAYA PANKITTI**

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**PERSONAL DETAILS**:

Sex : Female

Date of birth : 5 May 1984

Age : 32 years old

Height : 173 cm.

Weight : 60 kg.

Health : Good

Nationality : Thai

Marital status : Single

Religion : Buddhism

**EDUCATION :**

2004 – 2006 = Chiangrai Rajabhat University, Bachelor’s Degree in English, Art Program (B.A.)

Major : English

GPA : 3.21

**SKILL:** **Computer:** Microsoft Word, Excel, Power Point, Internet

**Language**: Thai and Northern Thai - Native Language

English - Good

**PROFILE :**

* Good command of spoken, read and written English and Thai
* Open-minded to new challenging knowledge and innovation
* Hard working with self-motivation
* Flexible with new environment and changes.
* Able to work under pressure and responsible
* Service minded person
* Good communication skills

**EXPERIENCE:**

1 SEP 2013 – 29 FEB 2016 **:** Internal Control Supervisor, Thai Lion Air

4 JUN 2012 – 28 FEB 2013 **:** Marketing, Summit Auto Seat

1 OCT 2008 - 30 SEP 2011 **:**  Business Development Executive, AirAsia

8 JAN 2007 - 30 JUL 2008 **:** Ground Service Agent , Nok Air Co.,Ltd

**Job Scope**:

**Internal Control Supervisor, Thai Lion Air :**

- Reconcile transactions by comparing and correcting data

- Responsible for the operational function of financial and internal control systems

- Responsible for the payment gateway and sales based controlling

- Liaise with the local and oversea for various financial tasks.

- Handle and assist with the requirements of the auditors in the conduct of their audit (both external and internal audit).

- Monitor detail of account receivables and reconcile with general ledger.

- Ensures compliance with established internal control procedures by examining records, reports, operating practices, and documentation.

-Verifies sale report and account balance by comparing items to documentation.

- Maintains internal control systems by check programs and advising management on needed actions.

- Prepares control reports by collecting, analyzing and summarizing operating information and trends.

- Contributes to team effort by accomplishing related results as needed.

-Prepare and check sale summary report, or analyze accounting records, financial statements, or other financial reports to assess accuracy, completeness, and conformance to reporting and procedural standards.   
-Document recordkeeping and accounting systems, making use of current computer technology.   
-Report to management regarding the finances of establishment.   
-Establish tables of accounts and assign entries to proper accounts.

- Managing the customer service centre and setting up service processes.

- Improving the policies and procedures of the customer service centre

- Analyzing customer performance data: service levels, call volume

- Communicating the progress of service quality statuses, providing recommendations and asking questions in order to support the team in optimizing the Customer Service Business Process.

- Developing and monitoring KPIs concerning customer satisfaction levels and operating status.

- Supervising and coaching the Customer Service Team.

- Preparing effective customer complaint management and customer relationship management processes.

- Maintaining an in-depth understanding of all products, services, promotions.

- Working closely with the operation support team, marketing team and being involved in management meetings.

**Marketing, Summit Auto Seat** :

- Responsible for sales & marketing documentation

- Customer support service

- Solving the problem

- Follow up work, preparation of reports

- Coordinate with plant to support order of customer and logistics process.

- To support marketing manager for day to day operational work

**Business Development Executive, AirAsia** :

- Recruit & approach New Hotel supplier including new destination of AirAsia planning open new Route.  
- Extended Contracts rate validity (Renewal)  
- Check Rate competitive in website & Solving rate parity issue and deal with supplier to get the best rate for packages  
- Designed & create promotion need of marketing Team  
- Approach Hotel partners to join Marketing Campaign of AirAsiaGo & AirAsia.Com  
- Communicate with other department such as PR Team, Accounting, Regional offices  
- Solving the problem with support team or supplier and inside organization  
- Updating hotel partners on AA News and Movement  
- Summary weekly report & monthly report to Regional offices to analyst the production  
- negotiate on rate promotions and take care of respective account  
- Working with support team(data uploading) to make the job smoothly.

**Ground Service Agent , Nok Air Co.,Ltd** :

- To ensure the smooth daily operations by guest service at check-in counter, gate management and arrival hall.

- Updating staff of any information.

- To ensure the check-in counter is open at 2 hours and close 45 before departure time.

- To react if any delay occurs and to inform supervisor on duty to take necessary action.

- Handling Document