

Bodin Punyaprateep

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Toronto, ON ♦ Cell (905) 442-4821

SKILLS

Two years of technical support and client success experience. Adobe Creative Suite and Microsoft Office power user. Is also proficient with the following programming languages: JS, Python, VBA. Additional areas of strengths include:

- Highly motivated and results driven
- Professional, friendly demeanor
- Highly technically proficient
- Effective listener and communicator
- Strong problem-solving skills
- Quick to adapt under pressure

PROFESSIONAL HISTORY

Panel Manager | Canadian Viewpoint

2017 - 2019

- Handled community support inquiries daily.
- Managed project operations in a client facing position.
- Provided consultation and support on technical operations internally and externally for clients.
- Standardized project processes, created training materials and conducted personalized training to improve the quality and speed of team member on-boarding.
- Developed proprietary tools to improve process efficiency, and reduce errors.

Business Analyst | Brooklin Bulletin Signs and Custom Printing

2015

- Researched and implemented a Management Information System to maximize efficiency for the company.
- Conferred with clients and management to identify and document requirements to provide business solutions.
- Dictated training manuals for the Management Information System and trained production and administrative staff on its proper use.
- Audited external communications to ensure accurate invoice procedures.

EDUCATION

Bachelor of Technology | Ryerson University

2012 - 2016

Graphic Communications Management with a focus on management for the printing industry