

**MANATTAPORN (Mona) JIRAVIROTEKUL**  
**5029 goal post lane, cincinnati, ohio 45244**  
**e-mail: cooleye4@yahoo.com cell: 513-429-6322**

## **Work History**

**April 2017– present                      Server, Ban Thai restaurant                      Cincinnati, Ohio**

- Provide excellent customer services.
- Greet customers and presents menus.
- Make suggestions based on their preference.
- Take and serve food/drinks orders.
- Up-sell when appropriate.
- Arrange table settings.
- Keep tables and dining room clean and tidy at all times.
- Deliver checks and collect payments.
- 

**January 2013 – July 2014                      Account executive, Money channel                      Bangkok, Thailand**

- Assisting in the development of sales presentations and marketing materials.
- Developed and manage revenue producing relationships with client and agencies.
- Provided consultation to sales managers, sales teams and clients.
- Provided clients with convergent selling, to package several broadcast and online products.
- Other responsibilities as assigned by manager.

**June 2011 – March 2013                      Retail sales associate, King power                      Bangkok, Thailand**

- Maintained organized, presentable merchandise to drive continuous sales.
- Assisting customers with finding alternative merchandise to meet needs.
- Organized racks and shelves to maintain store visual appeal, engage customers and promote specific merchandise.
- Participating company training opportunities as the company offers.

**April 2004 – September 2008      Account executive, Q advertising      Bangkok, Thailand**

- Sold print advertising.
- Worked positively and productively with the production team and finance department to provide clients and agencies satisfaction.
- Worked independently and collaboratively with multiple departments (internally & externally) to ensure opportunities for revenue growth are maximized.
- Worked collaboratively with internal partners to drive revenue.
- Followed all station procedures for preparing orders, resolving billing issues, submitting regular reports regarding sales, forecasts and competitive analysis.

**April 2001 – August 2004      Customer service, Inspire image      Bangkok, Thailand**

- Obtained client information by answering telephone calls; interviewing clients; verifying information.
- Established policies by entering client information to requirements.
- Informed clients by explaining procedures; answering questions; providing information.
- Maintained communication equipment by reporting problems.
- Maintained and improves quality results by adhering to standards; recommending improved procedures.
- Updated job knowledge by studying new product

## **EDUCATION**

**Kable Academy • March – June 2021      Cincinnati, Ohio**  
Web Development

**Waltham Forest College • 2014-2015      London, UK**  
English for Speaker of Other Languages (ESOL)

**Westminster Kingsway College • 2015-2016      London, UK**  
English for Speaker of Other Languages (ESOL)

**Bachelors of arts in Advertising • Sripatum University • 1995 - 1999      Bangkok, Thailand**  
Communication arts, Advertising

