

Natcha Hongswat

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Work Experience

Junior Branch Manager

Oct 2022 - Nov 2023

Sabai Thai Spa @Coal Harbour, Vancouver, BC

- Oversaw all branch operations, including facility management, employee scheduling, and staff development to ensure outstanding customer service and achievement of sales targets on weekly, monthly, and yearly basis
- Utilized Zenoti system to monitor booking schedules, sales, inventory, and supplies, ensuring efficient operations
- Maintained strong customer relationships to ensure high levels of satisfaction
- Analyzed sales and customer data to identify trends and devise strategies for improving both sales and customer experience
- Achieved \$169,659.70 in sales and expanded client base by 31.5% in 2023 through implementation of effective sales strategies as a junior manager

Project Assistant

May 2021 - Sep 2022

i-on CONNECT Technologies Inc., Vancouver, BC

- Managed project operations using Microsoft Office 365 tools (SharePoint, Teams, Excel, Word, PowerPoint) to ensure smooth workflow
- Collaborated with project manager and team to optimize productivity, coordinating meetings and communication among internal and external stakeholders
- Performed administrative duties including research, data collection, and analysis to support project objectives
- Developed and maintained company's social media presence on platforms like Twitter, Instagram, Facebook, and LinkedIn
- Coordinated with design, social media, and content teams to execute impactful marketing campaigns

Thai Language Mobile Tester

Oct 2021

IGG Inc., Vancouver, BC

- Follow test scripts to ensure language in the game systems are correct translation.
- Write clear and detailed bug reports, including screenshots and/or videos.
- Verify bugs are fixed in later versions of the game.
- Work as part of a team, sharing information and provide qualitative feedback with development team.

Project Coordinator

Jul 2019 - Jan 2020

Ramssol Group, Bangkok, Thailand

- Coordinated internal and external communications, prepare presentations, memos, and meeting materials
- Assisted in developing project work plans and budgets using Gantt Chart
- Organized files and maintain project emails and documents, including data entry and database management
- Conducted testing on Oracle PeopleSoft HCM tools, providing feedback on customized implementations
- Created detailed user manuals with screenshots for each step and develop comprehensive module presentations

Receptionist/Guest Services

Jul 2018 - Feb 2019

Sabai Thai Spa @North Vancouver, Vancouver, BC

- Managed incoming calls, schedule appointments, and coordinate schedules for both workers and customers
- Provided support with various administrative tasks and directly report to the manager

Education**Fairleigh Dickinson University**, Vancouver, BC

Jan 2020 - Jul 2021

Master of Administrative Science, Global Technology Administration

Arbutus College, Vancouver, BC

Jan 2018 - Dec 2018

Co-op Diploma in Business Management

Srinakharinwirot University, Bangkok, Thailand

Jun 2013 - May 2017

Bachelor of Science, Biological Microbiology

Certificate**Circuit Stream - UBC extended learning**

Oct 2024 - Present

Software Development Bootcamp - Full-Stack Web Developer

Alacrity Academy

May 2022

Digital Marketing Bootcamp - Certificate ID: v7tjewkftfy

Harvard Manage Mentor

Oct 2020

Certificate of Ethics at Work

Volunteer Experience**Home for Handicapped Animals Foundation**

- Contributed to the welfare of animals by facilitating donations of pet food and conducting thorough cleaning in their living areas

Foundation For The Blind in Thailand under the Royal patronage of the Queen

- Read and assisted blind children with homework assignments, fostering their educational development and supporting their learning journey