



Soe Hayman

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Professional Summary

Eight years in the service industry, building expertise in customer relationship management, performance monitoring, and data-driven decision-making. Skilled at translating complex information into actionable insights transferable strengths I now apply as a data analyst.

Skills

- Strong skills in organization work flow, ideas, materials and people.
- Possess good communication and interpersonal skill.
- Work cooperatively with a wide range of personalities.
- Enthusiastic, dependable, self-motivated.
- Assume responsibility necessary to get the job done.
- Equally effective working alone or as a member of a team.

Education

Bachelor of Engineering (Electrical Communication)

Work History

03/2023 – 05/2025

Butler

Marina Bay Sands, Singapore, Singapore

- Maintained high standards of cleanliness and organization throughout the property, resulting in a consistently welcoming environment for residents and guests.
- Coordinated travel arrangements for family members and guests, leading to hassle-free trips and enjoyable experiences.
- Enhanced guest experiences by providing personalized and attentive services as per their preferences.
- Assisted at Butler command center agent, taking guest calls and coordinated with inter departments to improve customer satisfaction rating by efficiently addressing and resolving inquiries, complaints and requests.
- Enhanced call center efficiency by effectively managing high call volumes and multitasking in fast paced environment.

02/2017 – 03/2023

**Customer Service Supervisor and Service Instructor
MC-Jalux Airport Services Mandalay, Myanmar**

- Maintained up-to-date knowledge of company products and services, effectively communicating changes to the team for seamless customer support.
- Demonstrated exceptional problem-solving abilities in navigating challenging customer scenarios and finding solutions that met their needs as well as aligned with company policies.
- Responded to customer inquiries and resolved complaints to establish trust and increase satisfaction.
- Supervised a team of over 20 customer service representatives.
- Coached employees through day-to-day work and complex problems.

Accomplishments

- AirAsia Airline's Internal Instructor
- Train the Trainer Certified from Myanmar Civil Aviation Training Institute

Languages

- Burmese – Native
- Chinese (Mandarin) – Advanced
- English – Proficient

Training

- MD Computer (Microsoft Word, Excel, PowerPoint Course), 10/2016, 12/2016
- Customer Service Management, 04/2020, 05/2020
- General English Proficiency Course, 08/2018, 01/2019
- General English and Grammar Course, 09/2020, 10/2020
- HSK level (3), 10/2022, Present