



# Kirana Kongphattarathadakul

## CONTACT

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## EDUCATION

**RAJAMANGALA UNIVERSITY OF  
TECHNOLOGY THANYABURI,  
PATHUMTHANI  
BACHELOR OF ART (TOURISM)  
MARCH 2008**

## ABOUT ME

Date of birth - 5th November 1986

Gender - female

Height - 160

Weight - 52

Nationality - Thai

Religion - Buddhism

## SKILLS

Customer service: ●●●●●

Languages : ●●●●●

Team Working: ●●●●●

Leadership: ●●●●●

# Work experience

## **TRANSLATOR/SENIOR SALES OFFICER- KTOP CLINIC (BELLAMODE CLINIC) (SEP 2017- PRESENT)**

- Responsible for daily sales activities such as introducing, selling products, replying all new email inquiries and services of the company
- Provide excellent customer service to assist customer
- Understand and able to answer all the surgery and dermatology question
- Inform patients post-operation care
- Maintain strong relationship with clients including after sale follow up with clients to provide useful information and answer all questions

## **REAL ESTATE AGENT - CENTURY 21 (FEB2017-SEP 2017)**

- Display and market real property to possible buyers
- Prepare necessary paperwork (contracts, leases, deeds, closing statements etc)
- Maintain and update listings of available properties

## **FRONT OFFICE SUPERVISOR-THE NATURAL PARK (DEC 2015-JAN 2017)**

- Maintains a friendly, cheerful and courteous demeanour at all times. Courteously and accurately answers inquiries from potential guests and accepts hotel reservations.
- Responds to telephone and in-person inquiries regarding reservations, hotel information and guest concerns.
- Renew contract.
- Supervise daily shift process ensuring all team members adhere to standard operating procedures

## **RESERVATION - KRUNGSRIVER HOTEL (OCT 2014-OCT 2015)**

- Processes reservations by mail, telephone, telex, cable, fax or central reservation systems referral.
- Knows the type of rooms available as well as their location and layout.
- Knows the selling status, rates, and benefits of all packages plans.

## **CASHIER IN FRANCE (JAN 2013-SEP 2014)**

- Inventory control, Sales , Takecare of restaurant account
- Responsible for the accurate and timely allocation of cash
- Entering purchases into a cash register then calculating the total purchase price
- Assisting with shelf stacking, sticking prices on items etc.

## **RECEPTION-KRUNGSRIVER HOTEL (2008-2010)**

- Answering all incoming calls / emails and re-routing them to relevant parties.
- Meeting and greeting visitors ensuring they are signed in and inducted.
- Reporting any problems to the office manager.
- Dealing with car park requests and hospitality requirements