



# THANAKIJ VAJIRAWORAKAM

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## PROFESSIONAL SUMMARY

With 18 years of experiences in customer service field, people -oriented business including F&B knowledge within Airlines and hotel industry. Proven success in leadership, operational excellence and organizational development with keen understanding of elements of customer centric. Enthusiastic eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Motivated to learn, grow and excel in organization.

## PERSONAL DETAILS

- Age 40 years old
- Marital status: single
- Military status: Reserved officers training corps course
- Computer skill: MS office, word, power point, excel
- Language skill: Thai Native
  - : English Fluent
  - : TOEIC 870
- Able to work on shift and relocate

## SKILLS

- Flight management
- Premium Service standard compliance
- Creative problem solving and negotiation
- Supervision and Team management
- Verbal and written communication
- Customer Relations
- Expert in Interpersonal skill
- Professional in VVIP and VIP services
- Leadership skill

## WORK EXPERIENCES

### **Flight Air Purser**

**Thai Airways Int'l** - Bangkok

MAY 2006 - Current

- Increased customer satisfaction by handle and resolve customer's complaints with appropriate manner and timeliness
- Oversee, Monitor and conduct in flight services especially in business and first class
- Managed quality assurance program, including on-site evaluations and customer feedback.
- Worked with customers to understand needs and provide service.
- Maintained high standard of team cleanliness and personal appearance to promote sense of professionalism and guest confidence.
- Maintained firm yet positive attitude of team member when dealing with distressed customers, calm fears and provide secure environment.
- Promoted safety, comfort and welfare of customers.
- Developed team communications and information.
- Led and directed team members on effective methods, operations and procedures.
- Maintained safe working environment to reduce risk of injury and accidents.

## **Flight Attendant**

**Orient Thai Airlines** - Bangkok

MAR 2003 – MAY 2006

- Inspected interior of aircraft prior to, during and after flights to make sure emergency equipment was in place.
- Maintained high standard of cleanliness and personal appearance to promote sense of professionalism and passenger confidence in crew.
- Facilitated boarding process by greeting passengers upon arrival to aircraft and providing direction to seats.
- Clearly explained and demonstrated safety and emergency procedures to passengers prior to takeoff.
- Operated in compliance with all airline and federal aviation regulations for complete compliance with safety and security procedures.

## **Guest Service Agent**

**Windsor Suite Hotel** - Bangkok

AUG 2002 – MAR 2003

- Assisted guests with check-in check-out , account inquiries and any additional services needed.
- Answered guest inquiries and provided information regarding hotel services and amenities.
- Responded to incoming guests, telephone calls, and email inquiries with efficiency and professionalism.
- Provided guest assistance, including recommendations for tourist attractions.
- Maintained consistent positive customer feedback.
- Recommended hotel services or amenities that guest may find useful.
- Investigated guest challenges and sources of dissatisfaction to offer timely resolution.
- Suggestive selling in Hotel other facilities and services

## **EDUCATION**

**Bachelor of Economics:** International Economics

**University of The Thai Chamber of Commerce** - Bangkok

MAR 2001

- Graduated with 2.66 GPA

## **CERTIFICATIONS**

- First Aid/CPR Certified
- Safety Occupational Officer Supervisory level