



# CHANIKAN WONGFONG

BACHERLOR'S DEGREE

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## PERSONAL PROFILE

I am a professional Customer Service Officer. I able to use my experiences in solving problems creatively. I have a service mind and I am ready to work under high pressure.

## PERSONAL SKILL

- Communicate skills
- Service mind
- Teamwork
- Time Management
- Enthusiastic and Fast learner

## PROFESSIONAL SKILL

- English Thai and Mandarin
- Microsoft office
- Easyfo
- Opera System

## INTERESTED POSITION

- Customer Service officer / Admin / Receptionist
- Secretary
- Coordinator
- Marketing
- Any Position Related Graduate

## CONTACT DETAILSL

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Subdistrict, Bangkok 10150

## WORK EXPERIENCE

### Thai Jiaranai Group Co., LTD

Secretary of Chairman 2021 - Present

- Maintaining diaries and Arranging appointments.
- Manage company car.
- Support chairman and others department.
- Typing, Preparing and Collating reports
- filing
- Organising and Servicing meetings (producing agendas and taking minutes)

### Chatrium Residence Riverside Bangkok

Customer Service Officer | 2018 - 2020

- Answering customer questions via Line Facebook Chatrium's app.
- Coordinating between department.
- Prepare a problem summary report and sent to General Manager
- Providing technicians to provide repair services.
- Sorting and distributing mail.
- Scheduling appointment.

### Grand Howard Hotel

Guest service officer | 2018

- Assisting clients in finding their way around the office.
- Announcing clients as necessary.
- Answering phones in a professional manner and routing calls as necessary.
- Assisting colleagues with administrative tasks.

### Intercontinental Bangkok

Trainee at Balcony Lounge and Humidor Cigar Bar | 2016

- Greeting customers.
- Answers question about menu and offering.
- Processes food and drink orders.
- Prepare bill and process payment.
- Mix and serve drinks following set standard recipes
- Maintain a safe and clean environment for guests and team

## EDUCATIONAL HISTORY

### KASETSART UNIVERSITY

B.A. in Hotel and Tourism Management | 2014 - 2017

GPA 2.41

### RATTANAKOSINSOMPHODBANGKHUNTHIAN

ENGLISH - MANDARIN | 2010-2013

GPA 3.45