



PROFILE

Personable and conscientious customer service and customer experience with 8+ years in hospital and hospitality field, additional 1 years as a healthcare and wellness Hotel standard consultant
Successfully lead 13 healthcare organizations for Global HealthCare Accreditation (GHA) for Covid-19 and 1 hotel for WellHotel Accreditation

Interested in a manager role to ensure a smooth running customer service unit . Coming with exceptional conflict resolution and critical reasoning abilities, and excellent interpersonal skills. Also offering 8+ years customer service and proven leadership skills in hospital and airline

CONTACT

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WORAWUT BUTSEANGDI

EDUCATION

University of the Thai Chamber of Commerce
2012 - 2014
Master of Business Administration (Management)

Huachiew Chalermprakiet University
2005 - 2008
Bachelor of Arts (Chinese Language)

WORK EXPERIENCE

HealthCare Expert Group International (Consultant)
2020 - 2021

- Identify areas to improve
- Create solutions to complex problems.
- Work with managers and other high-level employees
- Improve efficiency within client's organization
- Project Management
- Monitor results and change processes to improve outcomes
- Create Product Content on social media

Thai Lion Air (Cabin Crew)
2017- 2019

- Taking part in pre-flight briefings about the flight, the passengers, and the schedule.
- Performing pre-flight checks to ensure that security equipment is working properly and that the plane is stocked with enough food for the flight.
- Selling duty-free items.
- Performing first aid if necessary.
- Ensuring that passengers follow safety procedures in an emergency.

SKILL

Interpersonal
Service Mind
Collaboration
Persuasion

LANGUAGE

English with TOEIC 650 Score

Chinese

Bumrungrad International Hospital (Senior Admitting Officer)

2008 – 2016

- Manage patient pre-admission process including interviewing patients, confirming physicians' admission privileges, recording patient details in hospital's database, and using doctors' bookings.
- Answer patient questions regarding admission procedures, mobile phone restrictions and room selection.
- Screen patients' medical insurance and payment information validity and verify third-party approvals when necessary.
- Manages patient placement throughout the facility via assigning beds, arranging transportation, and notifying physicians of patient arrivals.
- Managing roster of staff
- Controlling and monitoring team to accomplish the goal and KPIs

REFERENCE PERSON

Dr. Somporn Kumpong
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Miss Sukhonthip Soonthorn
Admitting Manager