

CURRICULUM VITAE

PERSONAL DETAILS:

Name: Pacharapan Wasarn
Date of birth: November 29, 1989
Age this year (2021): 32 years old
Gender: Female
Marital Status: Single
Place of birth: Nakhonpanom, Thailand
Nationality: Thai
Mobile phone: 088 141 9616
E-mail: pacharapan_w@hotmail.com
CV updated: June 2023



EDUCATION:

- 2015: Institute of International Studied – Ramkhamhaeng University (IIS-RU), Bachelor of Art in English, Cumulative GPA 3.02
- 2012: Convent of the Holy Infant Jesus, Certificate of Graduation of study in Secretarial Course, Cumulative GPA 2.80
- 2009: Bankha Pittayakhom School (high school): major subject, Sciences and Mathematics, Cumulative GPA 2.98

OTHER SKILLS AND TRAININGS:

- Comprehensive knowledge; Basic account; Organization skill; And computer literacy such as
- MS Office; MS Office Word, MS Office Excel, MS Office PowerPoint, MS Office Outlook, MS
- Trained in comparing last purchases and asking for discount, emailing to the foreigner customers to confirm the shipping or delivery term, writing purchase request, checking air waybill and booking ticket.
- 2010 PASSED, City & Guilds Entry Level 2 Certificate in ESOL International (reading, writing, and listening) (Access A2), awarded February
- Trained in Emergency Medical Responder (EMR) 40 hours at Emergency Medical Service, Lerdsin Hospital.

WORKING EXPERIENCE:

- Mar, 2019 – Present: **Contact Center Officer at Bangkok International Dental Center (BIDC).**
Coordinate with both Thais and Oversea patients, email correspondence for providing general info of dental treatment, draft of dental treatment plan, cost estimation and making an appointment book for the patients, Calling and Emailing appointment reminder, confirmation appointment for both Thais and Overseas patients and contact with the dental specialists for the patients who require for the advise of pre-treatment and post dental treatments, and so on.

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WORKING EXPERIENCE:

- May, 2017 – Feb, 2019: **Head of International Medical and Correspondence at Piyavate Hospital.**
Coordinate with international patient and insurance case, coordinate with Embassy for the patient under guarantee payment, email correspondence for medical opinion, cost estimation and make appointment for international patients, take care international VIP patient cases as CEO required, English – Thai translator, Calling and Emailing confirmation appointment for international patients and so on.
- May, 2017 – Sep, 2017: Coordinator at Piyavate Hospital. (4 Months)
- 2015 – 2017: St. Theresa Business Administration Technological College
Marketing Officer responsible for maintaining all necessary information needed for expatriate students, employees and their family members including visas (all types), work permit and so on and attending to all of school manager administrative needs
- 2012 – 2015: Administrator / Assistant (part-time) at Foundation for the blind in Thailand under the Royal patronage of H.M. the Queen. Work for Lady Mauanchit Bhirom Bhakdi's assistant.
- 2009 – 2012: Bangkok Glass Industry Company as internship, trainee of Procedure Department and Assistant Secretary. (5 months internship), trained in comparing last purchases and asking for discount, emailing to the foreigner customers to confirm the shipping or delivery term, writing purchase request, checking air waybill and booking ticket. Participate the cheering team of company's football fan club (sale ticket and souvenirs; football shirt, T-shirt, watch, and so on.)

Part Time Job:

- 2016 - Present: Kid D Language Tutor as the tutor and responsible for English Tutor.

Other Strengths

- I have a good trained and supervised both permanent and temporary staff. Created and coordinated work schedule to ensure coverage and smooth office operation
- Utilized clarity, humor, well-defined goals, and a positive work ethic to establish a spirited organizational culture throughout the company.
- Cultivated excellent long-term relationships with clients, maintaining ongoing communication and facilitation solution and address concerns.