






JIRA RATCHNIYOM

CONTACT

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EDUCATION

Bachelor of Engineering, Automotive Engineering Technology

King Mongkut's University of
Technology North Bangkok

Experienced Senior Learning Specialist with a track record of successfully launching 4 comprehensive international service learning initiatives. Accomplished Flight Attendant with over 5 years of progressive customer service exposure in the global airline sector. Additionally, I bring more than 5 years of expertise as an Airport Representative in the international hospitality field, showcasing a courteous demeanor and exceptional composure under pressure. Currently in pursuit of an engaging and diverse service management role, aiming to leverage my well-honed customer service aptitude, while also seeking avenues for my continued personal and professional advancement.

SKILLS

TOEIC scored 900

JLPT (Japanese language) : N5

Photography and videography,
including editing

WORK EXPERIENCE

SENIOR SPECIALIST, SIMULATION TECHNOLOGY

THAI MEDICAL 88

(Apr 2023 - Present)

- Managed a team of service and clinical trainers to ensure accuracy and uphold standards between healthcare providers and patients
- Effectively overseeing training programs in alignment with the guidelines of affiliated network hospitals and medical schools
- Skillfully orchestrating the execution of comprehensive medical and service training initiatives.
- Supervising and coordinating monthly assignments for team members.
- Providing guidance and motivation to team members as they tackle newly assigned responsibilities.
- Compiling and generating monthly performance outcome reports for staff members.

LEARNING SPECIALIST, SERVICE AND SOFT SKILL LEARNING

BUMRUNGRAD INTERNATIONAL HOSPITAL (Aug 2022 - Mar 2023)

- Managed a team of service trainers to ensure accuracy and uphold service standards between healthcare providers and patients
- Design the training program and activity to align with ability and requirement for each staff's position in order to meet the objective.
- Develop and implement services policies and procedures to comply with regulatory standards and improve patient satisfaction.
- Being instructor or a part of learning activity within hospital.
- Planning and evaluate the designed training program.
- Analyzing the result of training program and plan for improvement.
- Collaborating with the external instructor and organize the training course within the hospital.

FLIGHT ATTENDANT , BUSINESS & ECONOMY CLASS

JAPAN AIRLINES

(Nov 2017 - Aug 2022)

- Providing Flight Duties in accordance to safety and services standard until the destination has been reached.
- Investigating the suspicious items or any safety related issue that might lead to harmful situation in cabin.
- Preparing the meal and serve the passenger with foods and drinks in the aircraft.
- Creating the learning program for service improvement inspecting the service quality check-list to meet the service standardize.
- Coaching other flight attendants on compliance, service standards, and relevant regulations.

SENIOR AIRPORT REPRESENTATIVE

BUMRUNGRAD INTERNATIONAL HOSPITAL

Mar 2013 - Oct 2017

- Welcoming patient and provide the service at the airport.
- motivating small teams to achieve goals and deliver exceptional results.
- Proficient in strategic planning, resource allocation, and fostering a collaborative work environment.
- Advertising and promoting products/packages of the hospital.
- Informing and providing an assistance for patients on any unforeseen circumstances at the airport.
- Providing emergency help to colleagues and patients when essential.