



# THEPPAKIT KRAIWISSET

30/2 Ratchada 30 yak 2  
Chankasem, Chatuchak, Bangkok

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## CORE SKILLS

- Multitasking
- Positive Attitude
- Passion of Services
- Creativity & Adaptability
- Customer management
- Hotel PMS (ADS and Intelligent Hoteliers Cloud)
- Google Docs, Sheets, & Slides
- Proficient in Microsoft Office

## LANGUAGE

Good command of spoken and written in English. (TOEIC 900 taken on February, 23 2023)

## EDUCATION & TRAINING

### Ramkhamhaeng University

Bachelor Degree in Arts  
July 2022 – Present

- Major : English

### Chulalongkorn University

Bachelor Degree of Education  
August 2019 – January 2023

- Major : Early Childhood Education
- GPA 3.69 (1st Class Honors)
- Awarded the Outstanding Teaching Award

2022 : Teacher Ethics and Professionalism

2021 : High Stakes Leadership, Growth Mindset, Basic Accounting, Digital and Online Platform Training

## OBJECTIVE

Positive attitude customer service representative passionate about serving customers. Seeking for a rewarding position where I can use my empathy skills and hospitality to provide excellent customer service and making a guest happy has always been a fulfilling feeling to me.

## WORK AND INTERNSHIP EXPERIENCE

### Guest Service Agent – The Nhorm Hotel

December 2022 – Present

- Greeting guests in an efficient and courteous manner.
- Respond to guest inquiries and requests and resolve issues in a timely, friendly and efficient manner.
- Obtain or confirm guest information, assign rooms, activate and distribute keys.
- Resolve customer complaints and problems calmly and effectively.
- Assist guests with check-in & check-out processes.
- Coordinates room status updates with the housekeeping department by notifying housekeeping of all check-outs, late check-outs, early check-ins, and special requests.
- Prepare documents and keys required for registration.

### Trainee Teacher – Piraya Nawin Bangkok School

May 2022 – October 2022

- Developed a careful and creative program suitable for preschool children.
- Employed a variety of educational techniques (storytelling, educational play, media etc.) to teach children.
- Observed each child to help them improve their social competencies and build self-esteem.
- Encouraged children to interact with each other and resolve occasional arguments.
- Guided children to develop their artistic and practical capabilities through a carefully constructed curriculum. (identify shapes, numbers or colors, do crafts etc.)
- Tracked children's progress and report to parents.
- Maintained a clean and tidy classroom consistent with health and safety standards.

### Teacher Assistant – Arkki Thailand

May 2020 – June 2020

- Ensured the safety of all the children at all times.
- Prepared and set up activities.
- Implemented daily lessons when lead teacher is absent.
- Assisted in keeping the classroom, storage area, neat, cleaned and orderly.

### Waiter – Tummour Restaurant

May 2018 – July 2018

- Greeted and escorted customers to their tables.
- Presented menu and provided detailed information when asked. (e.g. about portions, ingredients or potential food allergies)
- Prepared tables by setting up linens, silverware and glasses.
- Checked dishes and kitchenware for cleanliness.
- Arranged table settings and maintained a tidy dining area.

## PROJECT AND ACTIVITY

**November 2021** : Youth for Future Project by AIESEC in Thailand and International Labor Organization as Learning and Development team member.

**June 2021** : Rural Development Volunteer Club Chulalongkorn University as Guidance Counseling and Academic team member.

**February 2020** : The 74th Chula-Thammasat Traditional Football Match as Event registration team member.