

PONGNARIN

CHINNAPONG



Date of Birth : 17th December 1989
Age : 33
Nationality : Thai

CONTACT

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32 Naradhiwas Rajanagari 10,
Thung Wat Don, Sathorn,
Bangkok 10120

EDUCATION

Major : Laws
Faculty of Laws
Thaksin University (*Bachelor*)
(June 2008 - February 2011)

SKILLS

Language Skills

Good command of spoken, written and listening English

Computer Skills

Microsoft Word, Microsoft Excel, Microsoft PowerPoint,
Microsoft Outlook

Special Skills

Multitasking

"I am a fast learner who is flexible, sociable, modest and
can work under pressure."

INTEREST AND ACTIVITIES

Sports, reading and news.
Traveling, watching movies, Reading books and
Listening to Music.

EXPERIENCE

Claim Assessor

May 2013 – December 2015

Road Accident Victims Protection Company Limited,
Thailand, Prachinburi province

- Analyzing incoming claims
- Servicing the existing customers (including hospital contacts)
- Claim assessment for all claim types
- Supporting and coordinating with both internal and external customers such as partnership,
- hospital, doctor consultant, legal consultant and etc.
- Providing the claim information to related persons
- Monthly Reporting

Customer Services

January 2016 – October 2017

Scicom (MSC) Berhad, Malaysia, Kuala Lumpur

- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Communicating and coordinating with colleagues as necessary.

Customer Services

November 2017 – July 2022

Aquoz Solutions INC, Philippines, Manila

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Knowing our products inside and out so that you can answer questions.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.