



Walailak Mahasawat

Customer Service

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Pathum Wan, Bangkok 10330

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PERSONAL INFORMATION

Miss Walailak Mahasawat

Date of birth 26 November 2001

Age 23

Gender female

Nationality Thai

EDUCATION

**Bansomdejchaopraya Rajabhat
University, Bangkok Thailand**

2020 - 2024

- Bachelor of Education Program in English
- GPAX 3.90 (First-Class Honors)

SKILL

- Service mind
- Collaboration Skills
- Communication skills
- Time management
- Problem-Solving Skills
- Continuous Learning

LANGUAGE

- Thai (Native)
 - English (Intermediate)
- Toeic: 560

CAREER OBJECTIVE

“Seeking a customer service role to utilize strong communication skills and passion for assisting others. Dedicated to ensuring customer satisfaction and contributing to organizational success”

WORK EXPERIENCE

■ Sukumvit hospital (Private Hospital)

Hospital Service Agent (June 2024 – Present)

- Greeting patients and clients with warmth and empathy.
- Responsible for handling new and current patients' registration with high accuracy and quality.
- Provide pre-screening to identify initial symptoms and accurately recommend the patient to a specialist doctor.
- Check coverage and clarify insurance information with high accuracy, for both domestic and international insurance.
- Answer phone calls, provide information, check insurance coverage and schedule appointments for patients as required.
- Collaborate with multiple departments within the hospital achieving patients have access to the most convenient services.

■ Suanlumpinee School (Pathumwan District primary school)

Practice Teacher Intern (May 2023 – March 2024)

- Instruct students in English in grades 1-3.
- Assist in the coordination of multiple school events, including Children's Day, Christmas Day, significant religious holidays, etc.
- Attend to students' needs, resolve issues, and offer guidance academic and personal matters.

■ Parklon Thailand (The company sells infant furniture.)

Product Consultant (part - time) (2023 – 2024)

- Selling play mats and playpens at booths at Baby & Kids Best Buy, Amarin Baby & Kids Fair and Central x the Asianparent Baby Fair; each event bringing in an average of 100,000 baht a day in sales.

■ Lazada Co., Ltd. (Application for selling products online)

Product Consultant (part - time) (2023)

- Provide clients at the Thailand Mobile Expo and Commart Thailand information about products from other firms, including Xiaomi banana IT and give clients guidance on making purchases using Lazada app.

■ Anantara Riverside Bangkok Resort

■ The Peninsula Bangkok

■ Ootoya Japanese Restaurant

Waitress (part - time) (2021-2022)

- Set the dining table Prepare ingredients for meals, desserts, and side dishes. Serving food and drinks.Clean dining room.