

Curriculum Vitae

Miss Catharina Mongkolchart

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Nationality: Thai passport, Thai,

Race: Thai

Marital Status: Single

Health Status: Excellent

Miscellaneous Non-smoking

Date of Birth: 22 December 1978

Personal Philosophy:

I am from a foreign country who is speak English as a second language. I have been living and studying in New Zealand about for nine years.

I am a responsible, hard working person who enjoys working as a team member or individually.

I have gained very good communication skills which enable me to relate well to people of all ages and backgrounds. I have also gained a large amount of knowledge in customer service and recognise it's importance when dealing with customers.

I enjoy learning new skills, have a positive outlook and a personal commitment to success.

CAREER OBJECTIVE

It is my objective to work in the airline industry.

As a person with good communication skills, strong sense of customer service and administration skills, I can make a real contribution to a progressive company such as yours.

My long term goal is to continue work in the airline industry and work my way up to a management position.

STRENGTHS

Friendly, co-operative and willing to help others

Ability to work well in a team environment

Flexible and adaptable

Self-discipline

Excellent personal presentation

Reliable and punctual

EDUCATION

Secondary:

1997 St.Catherine's College

Fifth Form Certificate

5th Mathematics Applied

5th Word Processing

5th English

5th Esol

1998 Kelston Girl's High

Sixth Form Certificate

6th form History

6th Mathematics

6th Human Biology

6th Language Skill

1999 Northcote College

Seven Form Certificate

7th Computing

7th Computer Management and Business

Academic Qualifications

Tertiary:

2000:Auckland University of Technology

Certificate Business in Computing Level 2

Business Environment

English For Business

Introduction to Computing

Professional Development

Business Calculations

2000-2001:Auckland University of Technology

Certificate Business in Computing Level3

English for Business3
Word Processing2
Electronic Communication
Applied Business Administration

2001: The New Zealand School of Travel and Tourism

Diploma in Tourism - Cabin Crew & Hospitality

NZSTT - Cabin Crew & Hospitality

National Certificate in Tourism Level3

Document business transaction
Process final records for cash transaction
Provide information to visitor
Advise visitors about typical NZ food & beverages
Elements of the NZ Tourism industry
Communication & customer service skills
Present the characteristics of NZ as a destination
Significance of the NZ Tourism Industry
Process & ticket New Zealand Domestic Air
Advise clients of requirements for international travel
Language - Introduction to German for tourism

First Aid Certificate

Provide basic first aid
Provide basic life support

Hospitality Certificate

Knowledge of NZ wine
Prepare and Provide table food service

Computing

Text processing use keyboard skills to enter text

Tertiary:

2002: The New Zealand School of Travel and Tourism

Advanced Diploma in Travel, Tourism&Business Technology

National Certificate Tourism and Travel Level 3

Written Communications
Customer Communication

IT Processing
Tourism
Selling Skills1
Contact Japanese (Language1)
Career Development (Resumes, Interview Techniques, Employer Advice)

National Certificate Travel Level 3

Computer Reservations
World Geography
Domestic Transportation
International Travel Advice
Destinations Geography1
Administration and Accounts
Selling Skills2
Accommodation and Currency
Industry Familiarisation

National Certificate in Level 4

International Airfares and Ticketing
Process International Travel
Research & Marketing Tours Industry Familiarisation
Work Experience
Destinations Geography2
Selling Skills3
Destinations Geography3
Wholesale Travel

Tertiary:

2003: Travel Careers & Training Ltd

International Flight Attendant Course

Demonstrate a knowledge of the tourism industry in New Zealand
Demonstrate cross-cultural communication for the tourism & travel industry
Customer service for international visitors
Demonstrate knowledge of communication and customer service skills
Provide customer service in the tourism and travel industry
Communicate with one person in English for the tourism & travel industry
Demonstrate knowledge of New Zealand as a tourist destinations
Provide information about specified regions in NZ as visitor destinations
Demonstrate a knowledge of world travel geography outside of NZ
Attend to customer enquiries
Provide customer service
Maintain personal presentation
Identify as a flight attendant, major aircraft components
Provide air passenger care from point of departure to point of destination
Provide basic life support
Provide basic first aid
International Education
New Zealand Educational
Specialist Flight Attendant Training
Airline and Aviation Knowledge

Flight Attendant Preparation
2004: International Travel College
International Airfares and Ticketing (IATA)

Work Experience

Great Wall Motors

August 2021-December 2021

Supervisor Call Centre Outbound Position

1. Managed work for 12 staffs.
2. Training Products and Knowledge for agents.
3. Make a plan of the day for 12 staffs to reach 150 calls per day.
4. Training all the system for new staffs to work in real life.
5. Responsible for providing reports to the management.
6. Supporting Agent when they having a problems.
7. Meeting and assign work for 12 agents.
8. Maintaining the quality and quantity of work.
9. Keeping records and preparing reports.
10. Coordinator with Chinese Boss and Translated from English to Thai.
11. Planning and scheduling work.
12. Managed day to day performance of 12 staffs.
13. Training personnel Training personnel.

Salary 35,000 bath

3-RD Co.,LTD

FEBRUARY 2021-APRIL 2021

Supervisor Telesales Position

1. Make a new plain for 10 staffs to reach a target.
2. Do the Sales Report to hand in to Manager.
3. Interview and training new staffs
4. Update new promotion of the products and ect.

Salary 25,000 bath

Geneva Master Time Marketing Co,Ltd

May 2018-July 2018

Customer Service Admin Position

1. Take charge of all walk-in customers (for all types services).
2. Comply to PPSA Customer Service guidelines/requirements.
3. Follow-up with customers (contact and inform) local repairs, SG, and PPSA.
4. Upon completion of repair QC.
5. Carry out any other tasks assigned to you by Customer Service Manager of Geneva Master Time Marketing.
6. Returning the watch to customer.
7. Understanding customer's needs.
8. Managed work of 2 staffs.
9. Helping team leader to managed work for 2 staffs.
10. Helping 2 staffs to sort out all problem.

Salary 40,000 bath

AGA Services (Thailand)Co.,Ltd

NOVEMBER 2014 -ARRIL 2018

: International claim consultant

1. My duty is processing claim for oversea students who studying in Australia.
2. Processing claim, Recovery claim if student give wrong bank account or incorrect details, declined claim if not cover under policy.
3. Request medical certificate, aif and other details if student not pass waiting period.
4. Update students' policy if status not confirmed.
5. Sending email or making a phone call to students or providers if need more detail for processing claim.
6. Update student visa when processing claim.
7. Processing claim 45-50 claims per day.
8. Consult claim and helping new and old staffs to make decision for processing claim.
9. Training new staffs how to process claim.
10. Helping staff to coordinate with Australia team how to sort out about claim problems.
11. Making a phone call to request documents from oversea students and providers.
12. Answer a questions of insurance products on the phone call for oversea students who want to buy health insurance and ect.
13. Contact with oversea students and providers by making phone call or send email.

Salary 35,000 bath

August 2012 - September 2014 working for Teleinfomedia Public Company limited as Supervisor English Call Centre Position.

1. Translated complained, compliment from thai to english for sending report to the head office.
2. Translated for customers who speak english to thai for sending a report to supervisor and head office.
3. Confirmed and talking order from customers who speak english.
4. Provided detail of big c products.
5. Coordinated to the branch and head office.
6. Managed day to day performance of 45 staffs.
7. Planning and scheduling work.
8. Training personnel.
9. Keeping records and preparing reports.
10. Maintaining the quality and quantity of work.
11. Getting the right person on the job at the right time.
12. Promoting teamwork.
13. Keeping maintenance operatins running smoothly and efficiently.
14. Managed calls of the day.
15. Interview new staffs for available position.
16. Training all the system for new staffs to work in real life.

Salary 28,000 bath

November 2006-June2012Working for Bangkok Flight Services as Passenger Service handling for Srilankan Airline,Shanghai Airlines,Jeju Air and Oman Air.

1. Check in and boarding pax
2. Prepared documents for deportee who cannot entry into the country.
3. Prepared documents for flight attendant and release flights.
4. Collect excess baggages, date change and airport tax from pax.
5. Coordinated with sorting, captain,flight attendant and station manager.
6. Guide pax and head count.
7. Collect ticket of business and economy class passengers.
8. Making airport tax and flight report.

9. Control flight and agent staffs.
10. Solve out problems for pax.
11. Coordinated immigration in case passengers cannot entry the country.
12. Meet and assist unminor pax who travelling alone without parents.

Salary 25,000 bath

2005: Working for EVA AIRWAYS Ticketing and Reservation Positions

1. Make a booking for passengers.
2. Reserved seat for passengers.
- 3 Issued ticketing and provided detail of airline products.
4. Issued selling ticket for passengers and travel agent.
5. Answer a question of EVA AIRWAYS products for passengers and travel agency on the phone.

Salary 20,000 bath

2003: Training at Regency Duty Free Shop in Auckland, New Zealand as customer service agent.

1. Provided information about goods for customer.
2. Selling duty goods for passenger who travelling to overseas country.

2003: Training Flight Attendant Course with Air New Zealand and Qantas Airways and Anzett Australia at Auckland International Airport as cabin crew position.

1. Training how serve food for passengers who travelling on flight.
2. Training security and first aid.
3. Training how to provided excellence service to passengers.

2001: Training at Hotels and Tourist Place in Sydney, Australia as guess service agent.

1. Reserved and make a booking for guess that come to visited New Zealand.
2. Check in for guess.
3. Answer the phone call and provided information about hotel.

2000: Working at Restaurants in Auckland, New Zealand for 5 years as customer service agent.

My Responsibilities :

1. Taking ordered
2. Provided detail of thai foods.
3. Serving food for customers.

Salary 2,000 New Zealand Dollars.

February 2000 -November 2004 : Working at BNZ Bank as Telesales Manager Position.

My Responsibilities:

1. Present and sell company products and services to current and potential clients.
2. Prepare action plans and schedules to identify specific targets and to project the number of contacts to be made.
3. Follow up on new leads and referrals resulting from field activity.
4. Prepare presentations of sale products.
5. Develop and maintain current client and potential client relationships.

6. Prepare paperwork to activate and maintain contract services.
7. Manage account services through quality checks and other follow - up.
8. Identify and resolve client concerns.
Prepare a variety of status reports, including activity, closings, follow-up, and adherence to goals.
9. Communicate new product and service opportunities, special developments, information, or feedback gathered through field activity to appropriate company staff.
10. Coordinate with company staff to accomplish the work required to close sales.
11. Develop and implement special sales activities to reduce stock by products.
12. Responsible for providing quarterly and annually sale reports to the management.
13. Be part of the company's annual meeting to set up the sales target/plan for the upcoming year.
14. Managed work for 60 staffs.
15. Making a plan for helping 60 staffs to reach the target.
16. Training all the system for new staffs to work in real life.

Expect Salary 30,000-40,000 bath
Toaic score 850

PERSONAL INFORMATION

Personal Interests:

Travelling
Shopping
Computers
Music and Movies
Swimming

Language:

English
Thai

Passport:

Thai

PERSONAL ATTRIBUTES

Excellent understanding of different cultures.
Very efficient at learning new skills
Well developed organisational skills, work well under pressure.

Travel Experience

Australia

Sydney

New Zealand

Waiheke Island

Gisborne

Rotorua

Wellington

Greymouth

Nelson

Christchurch

Mt. Maunganui

United Arab Emirates

Dubai

REFEREES

Personal: Christine Herk Homestay Mother Unit 7/57A Hepburn Street, Freemans Bay Auckland Ph: (09) 360-6480

Paul Currey Tutor NZSTT 21 Corric Hill Torbay Auckland Ph:(09) 375-9832

Peter Rae 26B Steeple Rise Pakuranga Auckland Ph:(09) 375-9839

Sandra Dudley Tutor NZSTT Level 3, 246 Queen St PO Box 7561 Auckland Ph:09-921-5422

Rebecca Walkintonb Tutor NZSTT Level 3, 246 Queen St. PO Box 7561 Auckland Ph:(09) 921-5394

Passuree Desuwan Team Leader, Awp services (Thailand)Co., Ltd, City Link Tower 7th floor, Makkasan, Rajthevi, Bangkok 10400 Thailand. Cellph: 0800-854477.

Pinyapat Kanmay Bangkok Flight Services Training Manager, Suvarnabhumi Airport, Nong Prue, Bang Phli, Samut Prakan 10540, Thailand. Cellph: 0891-228880.