

Sasiwimon Niparut

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PROFESSIONAL SUMMARY

Energetic & optimistic customer service representative with over 6+ years of experience. Passionate about creating exceptional customer experience to promote the positive corporate image, drive brand loyalty, and increase customer engagement. Adapt at management, organizing, and resolving complex customer inquiries with ease. Extremely motivated to grow professionally as a customer service representative.

Highlights of Skills

- Excellent customer facing skills and thrives in a fast-paced international environment.
- Multitasker, ability to handle demanding customers, management skills, and excel at finding solutions.
- Highly committed, embraces teamwork with a positive mindset, naturally seek ways to help people.
- Capable of collaborating effectively with others, comfortable dealing with diverse cultures.

PROFESSIONAL EXPERIENCE

ANJANA SPA PREMIUM RIXOS SAADIYAT HOTELL- Abu Dhabi, United Arab Emirates

Spa receptionist

May 2023 – July 2024

- Follow spa policy for scheduling appointment to ensure accurate bookings and maintaining awareness of availability.
- Greet customer with enthusiasm and professionalism while always providing the highest level of exceptional customer service.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy, and resolving problems on the spot.
- Responsible for monthly retail count and ordering.

LE MERIDIEN HOTEL - Abu Dhabi, United Arab Emirates

Spa Receptionist

Oct 2022- May 2023

- Provide effective service blistering to customers and meeting their needs efficiently.
- Oversee daily operations of the entire department in the absence of Spa and Recreation supervisor.
- Performed administrative duties including scheduling, payroll, reporting, cost management, revenue analysis, inventories, and working closely with all departments for the success of the spa and hotel.

WESTIN ABU DHABI GOLF RESORT AND SPA – Abu Dhabi, United Arab Emirates

Waitress

Sep 2021 – Oct 2022

- Served as a dedicated and enthusiastic waitress 5 to 6 nights per week, greeting customers and delivering exceptional customer service and support in a timely, friendly manner.
- Displayed high levels of interpersonal skills communicating with guests, working effectively with others to reach business objectives and build camaraderie.

TIM HORTONS – Abu Dhabi, United Arab Emirates.

Service Crew Member.

Jul 2019 – Aug 2021

- Delivered an exceptional hospitality customer experience by assisting customers and resolving service and product issues together with the team.
- Operated in a culturally sensitive way, keeping an eye on market conditions, and utilized my international experience to spot market trends.

ESPRESSION LAVAZA COFFEE SHOP- Abu Dhabi, United Arab Emirates.

Waitress

March 2018- May 2019

- Consistently provided professional, friendly, and engaging service. Received orders from customers and recommended specials menu as well as served food and drinks to customers.
- Maintained order accuracy through clear communication with other team members.
- Applied communication and problem-solving skills to resolve customer complaints.

EDUCATION

- **Bachelor of Arts; Majoring in English** RAMKHAMHAENG UNIVERSITY – Bangkok, Thailand *June 2016*
- **High School Education Diploma** WATSOTHORN WARARAM WORAWIHAN SCHOOL – Bangkok, Thailand *Mar 2014*

LANGUAGE: English: Fluent in speaking and writing, Thai: Native Speaker.

SOFT SKILLS: Friendly, Hardworking, Fast learning, Adaptable, Time Management, Multi-tasking.