



MS. THEL SU NANDI

Guest Relations Officer, Sales Executive,
Customer Service Advisor, Legal English
Teacher

PERSONAL SUMMARY

I have been working 2+ year experience in customer service advisor, guest relation officer and assistant manager. I can work exemplary in I can use exemplary the Microsoft Office and Adobe Photoshop in the office work. I am a committed, friendly and hardworking person with a passion for providing excellent customer service, time management, problem solving, confident in public speaking and presentation.

In my current role, I have resolved more than 150 issues, always having the needs of the customers and the reputation of the organization at heart. My excellent customer service and communication skills, combined with my relevant work experience, make me a real asset to any organization that I work for. Also, I'm so flexible, good teamwork, helpful, patient, good in event planning and can work under pressure at any time.

CONTACT

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PERSONAL DETAIL

Age-24

Nationality- Myanmar/ Burmese

Marital Status- Single

Lawyer License (Higher Grade Pleader) which is certified by Myanmar.

WORK EXPERIENCE

[Assistant Restaurant Manager] [Yangon Tea House Restaurant] [April 2019 to January 2022].

- Appointing, inducting, and mentoring new staff members.
- Recording all income and expenses and ensuring that cash registers are balanced.
- Resolving customers' questions and grievances in a professional manner.
- Managing and storing vendors' contracts and invoices.
- Purchasing new ingredients, kitchen utensils, and equipment as stock is damaged or depleted.
- Overseeing restaurant staff performance, ensuring quality dining.
- Ensuring that the restaurant adheres to pertinent health and safety regulations.

[Legal English Teacher] [Phoe Phyu School of Law] [January 2019 to 2021 December] [Part Time]

- Planning Course Materials and guidelines.
- Research new language teaching methods.
- Assessing the students' progress. (e.g., Homework, weekend test)
- Prepare materials and activities.
- Identify students with special requirements and create individualized plans.
- Inform parents about their children's performance.

[Sales Executive] [L'Oréal Group of Company in Myanmar Plaza HAGL Branch] [April 2017 to March 2019]

- Making the connections between the customers and the brand owners to answer queries, offer advice and introduce new products, demonstrate and presenting products.
- Getting recommendations from the potential customers and

SKILL

Languages:

Chinese (Speaking, Listening, Writing)

Korean (Speaking, Listening)

English (Fluent Level in 4 skills)

listening to their wishes and concerns.

- Conducting market research to identify selling possibilities and evaluate customer needs.
- Ensure the availability of stock for sales and demonstrations.
- Negotiable or close deals and handle complaints or objections and collaborate with team member and achieve better results.
- Learn quickly and passion for sales, self-motivated with a results-driven approach and aptitude in delivering attractive presentations.
- Gather feedback from customers or prospects and share with internal teams and through understanding of marketing and negotiating techniques.

[Guest Relations Officer] [Novotel Yangon Max] [February 2015 to March 2017].

- Helping Guests to make travel arrangement and addressing any customer complaints or escalating those complaints onto the management.
- Provide useful information about the hotel and provide some supports for the convenience of customers.
- Getting responsible to manage front desk department and deliver amazing customer service to the customers.
- Have to make sure the customers are satisfied with our hotel services.
- Must have a pleasing personality and should be an excellent conversation starter.
- Review arrival lists and records, receive and take care of special guests.
- Record all necessary data and information in the designated registers every day.

[Customer Service Advisor] [Sedona Hotel Yangon] [January 2013 to January 2015]

- Provide professional advice and assistance to the customers.
- Assist training for the hotel operation team about customer service according to their positions.
- Provide to promote the hotel to get the best services and response to get back good reviews and 5 stars.
- Solve the complaints with case by case immediately to satisfy the customers.

EDUCATION

**[Richmond College Myanmar] [2021 September to 2022 February]
[Diploma in Administration and Management]**

**[University of Yangon] [2019 December to Pursuing]
[Master of Law first-year specialized in Commercial Law]**

**[Dagon University] [2016 to 2019]
[Bachelors of Law]**