

# Pawanrat Poodwan

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## OBJECTIVE

Seeking a Freelance Translator position that allowing me to utilize the extensive Thai and English language skills I have possessed

## QUALIFICATIONS

- More than twenty years of experience as a freelance translator
- Several years of experience in a variety of professional in customer service environment
- Solid background in teaching, training, supervising and evaluation
- Excellent communication, interpersonal, organizational, and leadership skills
- Proficient in written and verbal communication in English and Thai.

## EXPERIENCE

- |                     |   |
|---------------------|---|
| Present - Oct 2005  | <u>Freelance Translator</u><br>LingoStar and Sylev Translation Services |
| Oct 2005 – Mar 2006 | <u>Magazine Writer</u><br>TH Travel Magazine, Thailand                  |
| Mar 2001 – Jun 2005 | <u>Store Manager</u><br>Simon Says Children Clothing, Vancouver, Canada |
- Train new employees and conduct company and product orientations
  - Performed market research surveys amongst client base to seek feedback on sales techniques, follow-up methods and quality of after sales service.
  - Improving customer service based on client feedback through the development of new policies and procedures.
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|----------------------|--|-----------------------------------|
| July 1996 – Feb 2001 | <u>Customer Service Representative</u> | Escape Spa Inc, Vancouver, Canada |
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- Handle calls in support of customer needs

- Conduct professional presentations to prospective clients

April 1994 – Feb 1996

Banking Supervisor  
Citibank, Bangkok, Thailand

- Suggested and promoted additional bank services to customers
- Assisted bank customers with account issues using Citibank Bank's PC-based computer system
- Identified and resolved conflicts between public and bank, employees and management, clarifying work relationships and alleviating communication problems

Apr 1991 – Jan 1994

Training Supervisor  
Shinnawatra Paging Service, Bangkok, Thailand

- Recruited new employee
- Conducted employee evaluations for strength and weakness and performed cross-training exercises for competency and efficiency
- Prepared short and long-term training schedules utilizing a database for scheduling and tracking progress of participants to ensure that the learning objectives are being met

May 1989 – Mar 1991

English Teacher, Wangpong Secondary School, Petchaboon, Thailand

- Facilitate student learning and conduct research in the area of English Language Learning
- Assist in the coordination and implementation of community service and student affairs activities

## **Education**

- Master of Education in Educational Technology, University of British Columbia, Vancouver, Canada
- Bachelor of Arts in English and Thai Language, Silpakorn University, Bangkok, Thailand
- Post Graduate Diploma in Teaching English to Speakers of other languages, Vancouver Community College, Vancouver, Canada

