

# VIRANCHANA SUPAWONG (NANA)

Tel. +66 80 754 6018  
Email nana.supaw@gmail.com  
Address 444 Sansai Noi, Sansai, Chiang Mai, 50210

## PROFILE

Former luxury villa concierge in Phuket with experiences in hospitality and customer services. Accustomed to multi-cultural working environment. A flexible team-player with a goal-driven mindset. Speaking native Thai, advanced English and advanced German.

## EDUCATION

### BACHELOR OF ARTS

**Chulalongkorn University, Bangkok**

2015-2019

Major: German Language and Literature

Minor: Political Science

First-class Honors - GPA 3.66

## WORK EXPERIENCES

### CONCIERGE

**KMM Services Ltd., Phuket**

October 2019 - June 2022

- received domestic and international guests, provided hospitality services to deliver their personalized experiences
- accomplished guests' distinct requests and inquiries usually within time constraints and under pressure
- liaised with local tourist agencies as well as government agencies to ensure smooth operations
- contacted local authorities on hotel/ service relating matters
- occasionally assisted HR and Marketing Team with certain tasks

### ONLINE ADMINISTRATOR

**Scentry (Perfume Brand)**

May 2021 - May 2022

- responded to clients' messages via Line Official, Instagram, Facebook, Shopee and Lazada
- provided products' details to clients and answered their questions
- promoted campaigns and promotions
- closed deals and replied after sales questions

## INTERNSHIP

**Kulturbüro, Goethe Institut, Düsseldorf, Germany**

July 2017 - August 2017

- educated multi-cultural students on german culture through interactive activities
- designed, planned and led activities to promote well integrated german lifestyles; language and culture-wise
- coordinated with local german businesses and partners

## ACTIVITIES

### • Class President, Faculty of Arts, 2019

communicated with students and faculty officers, announced and informed faculty news, gathered students' concerns and reported to the faculty

### • President, Faculty of Arts' Job Fair, 2019

coordinated with over 50 agencies and companies, invited engaging speakers, liaised with the faculty over budgets, locations and equipments, ran the 2-day event, MCed

### • Vice President, CU International Club, 2019

assisted the president on certain tasks, introduced Thai culture to exchange students, arranged various indoor and outdoor activities, collaborated with university and local agencies, advised exchange students on Thai society and lifestyle

### • President, Department of German annual camp, 2018

### • Head of performances and shows, Faculty annual camp, 2019

### • Staff member, Chula-Chiang Mai camp, 2015-2019

## LANGUAGES

- Thai - Native
- English - Advanced (IELTS 7.5/ TOEIC 960)
- German - Advanced (C1)

## COMPUTER SKILLS

- MS Office - intermediate
- Google Suite - intermediate
- Canva - intermediate