

Resume Pimpisa Switzer

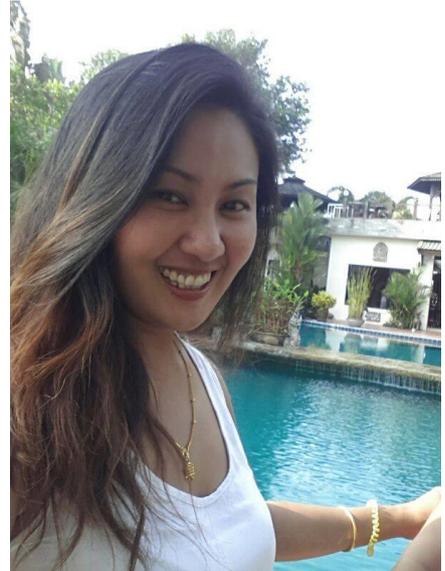
Pimpisa Switzer (Poom)

Name: Mrs. Pimpisa Switzer

Date of birth: 03/09/1980

Telephone: 0986263646 line/ 0954626199

Email: poompimpisa@gmail.com



Education: - 1998-2002 Bachelor Degree in Educational Communication
Technology (2nd Hon) Srinakharinwirot University of Bangkok
- 1995-1998 High School from Piboonbampen Demonstration School,
Chonburi

Training: - 2002-2003 “Telecom Asia Cooperation PLC” (True PLC) obtain
training course for Customer Service and Service mind. Computer
Management Training course
- 2003-03/2010 work with “Bangkok Mass Transit System” obtained
basic railway operation safety course, station operation training course,
personal and service mind training course, leadership training.
Emergency and evacuation management training. Included
occupational safety and health training.

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- 03/2010-02/2011 work with “Suvamabhumi Airport Rail Link” and city airport terminal obtain basic railway operation, safety course, station operation training course, personal and leadership training course. Emergency and evacuation management training.

Languages: Thai

English

Experiences : -1/2/2017 – 31/10/2017 Work with “Sunrise Beach Resort and Residence Condominium 2” as Juristic Person Manager

Responsibilities:

- use a range of office software, including email, spreadsheets and databases, to ensure the efficient running of the office
- manage online and paper filing systems
- develop and implement new administrative systems, such as record management
- record office expenditure and manage the budget
- organise the office layout and maintain supplies of stationery and equipment
- maintain the condition of the office and arrange for necessary repairs
- organise and chair meetings with staff - in lower paid roles this may include typing the agenda and taking minutes, but senior managers usually have an administrative assistant to do this
- oversee the recruitment of new staff, sometimes including training and induction
- ensure adequate staff levels to cover for absences and peaks in workload, often by using temping agencies
- carry out staff appraisals, manage performance and discipline staff
- delegate work to staff and manage their workload and output
- promote staff development and training
- implement and promote equality and diversity policy
- write reports for senior management and deliver presentations
- respond to customer enquiries and complaints
- review and update health and safety policies and ensure they're observed
- check that data protection laws are being adhered to in relation to the storage of data, and review and update policies
- arrange regular testing for electrical equipment and safety devices
- attend conferences and training
- manage social media for your organisation.

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-26/08/2015 – 31/1/2017 Work with “ Coastal Real Estate Pattaya Co. Ltd.” As Property Consultant

Responsibilities:

- Present purchase offers to sellers for consideration
- Confer with escrow companies, lenders, home inspectors, and pest control operators to ensure that terms and conditions of purchase agreements are met before closing dates
- Interview clients to determine what kinds of properties they are seeking
- Prepare documents such as representation contracts, purchase agreements, closing statements, deeds and leases
- Coordinate property closings, overseeing signing of documents and disbursement of funds
- Act as an intermediary in negotiations between buyers and sellers, generally representing one or the other
- Promote sales of properties through advertisements, open houses, and participation in multiple listing services
- Compare a property with similar properties that have recently sold in order to determine its competitive market price
- Coordinate appointments to show homes to prospective buyers
- Generate lists of properties that are compatible with buyers' needs and financial resources
- Display commercial, industrial, agricultural, and residential properties to clients and explain their features
- Arrange for title searches to determine whether clients have clear

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property titles

- Review plans for new construction with clients, enumerating and recommending available options and features
- Answer clients' questions regarding construction work, financing, maintenance, repairs, and appraisals
- Inspect condition of premises, and arrange for necessary maintenance or notify owners of maintenance needs
- Accompany buyers during visits to and inspections of property, advising them on the suitability and value of the homes they are visiting
- Advise sellers on how to make homes more appealing to potential buyers
- Arrange meetings between buyers and sellers when details of transactions need to be negotiated
- Advise clients on market conditions, prices, mortgages, legal requirements and related matters
- Evaluate mortgage options to help clients obtain financing at the best prevailing rates and terms
- Review property listings, trade journals, and relevant literature, and attend conventions, seminars, and staff and association meetings in order to remain knowledgeable about real estate markets
- Investigate clients' financial and credit status in order to determine eligibility for financing
- Contact property owners and advertise services in order to solicit property sales listings
- Develop networks of attorneys, mortgage lenders, and contractors to

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whom clients may be referred

- Visit properties to assess them before showing them to clients
- Contact utility companies for service hookups to clients' property
- Conduct seminars and training sessions for sales agents in order to improve sales techniques
- Appraise properties to determine loan values
- Solicit and compile listings of available rental properties
- Secure construction or purchase financing with own firm or mortgage company
- Rent or lease properties on behalf of clients
- Locate and appraise undeveloped areas for building sites, based on evaluations of area market conditions
- Contact utility companies for service hookups to clients' property

Reference Person: Ms. Supian Phuttam

Human Resource Manager

Phone: 080-222-4560

06/11/2013 – 15/08/2015 Work with “ Pattaya Realty Co. Ltd.” As Property

Consultant

Responsibilities:

- Present purchase offers to sellers for consideration
- Confer with escrow companies, lenders, home inspectors, and pest control operators to ensure that terms and conditions of purchase agreements are met before closing dates
- Interview clients to determine what kinds of properties they are seeking

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- Prepare documents such as representation contracts, purchase agreements, closing statements, deeds and leases
- Coordinate property closings, overseeing signing of documents and disbursement of funds
- Act as an intermediary in negotiations between buyers and sellers, generally representing one or the other
- Promote sales of properties through advertisements, open houses, and participation in multiple listing services

- Compare a property with similar properties that have recently sold in order to determine its competitive market price
- Coordinate appointments to show homes to prospective buyers
- Generate lists of properties that are compatible with buyers' needs and financial resources
- Display commercial, industrial, agricultural, and residential properties to clients and explain their features
- Arrange for title searches to determine whether clients have clear property titles
- Review plans for new construction with clients, enumerating and recommending available options and features
- Answer clients' questions regarding construction work, financing, maintenance, repairs, and appraisals
- Inspect condition of premises, and arrange for necessary maintenance or notify owners of maintenance needs
- Accompany buyers during visits to and inspections of property, advising them on the suitability and value of the homes they are visiting

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- Advise sellers on how to make homes more appealing to potential buyers
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- Rent or lease properties on behalf of clients
- Locate and appraise undeveloped areas for building sites, based on evaluations of area market conditions
- Contact utility companies for service hookups to clients' property

Reference Person: Ms. Mayura Boonluae

Human Resource Manager

Phone: 089-2321909

- 01/03/2012-30/10/2012 Work with “Daika Estate Co. Ltd.” As Hotel Front Manager

Responsibilities:

- To ensure that guests are greeted, checked in and allocated rooms promptly and courteously
- To ensure that check-in procedures are strictly adhered to and that the correct address and charge out details are obtained from each guest
- To be readily available at all times to deal with problems or complains
- To ensure that rooms have been service and maintained the standards laid down by the company
- To ensure maximum room occupancy within agreed overbooking policy
- To ensure that reservations are taken correctly and courteously
- To ensure effective liaison between reservations and front office staff with other departments (e.g. housekeeping)
- To ensure that all charges are correctly entered on the guest's bill and that this is up to date at all times

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- To ensure that credit control procedures are strictly adhered to, that no bills exceed the stipulated limit without prior approval and that written confirmation, purchase orders, or order numbers are on file
- To ensure that accounts are balanced daily
- To ensure effective and speedy check-out facilities
- To ensure that luggage is delivered to and collected from rooms speedily
- To ensure that enquiries messages, theatre bookings are dealt with courteously and efficiently
- To ensure that all Front of House staff are correctly and smartly dressed at all times
- To ensure that all Front of House areas are clean and tidy at all times, including cloakrooms
- To ensure that newspapers and parcels are delivered to rooms without delay
- To ensure that incoming and outgoing telephone calls are handled promptly and courteously
- To ensure maximum security of all items left in safety deposit boxes.
- To carry out systematic checks of all Front of House areas for maintenance requirements, repairs or refurbishing, ensuring that these are actioned without delay
- To ensure that the hotel entrance is easily accessible to cars and taxis at all times
- To hold regular performance appraisals with all senior staff, identifying areas for development and training needs and ensuring that this training is effected

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- To carry out or ensure that regular on-the-job training is taking place to agreed standards
- To hold regular meetings with all heads of department. To ensure that manning levels are correct and these are not exceeded without permission
- To ensure that the most suitably qualified person is appointed in the event of a vacancy, wherever possible this should be an internal promotion
- To ensure maximum security in all areas under my control
- To act as duty manager when required
- To attend management meetings as required
- To circulate regularly throughout all Front of House areas, maintaining a high profile with guests and staff
- To ensure accurate and timely submission of all reports and administrative work
- To prepare and submit on the required format annual budgetary information and updates as required
- To monitor trends within the industry and make suggestions how these could be implemented
- To be familiar with all local civil defense measures
- To ensure that staff under your control are trained in civil defense measures.

Reference Person: Ms. Veerada Sompoch

General Manager

Phone: 081-8129494

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- 01/08/2011-28/02/2012 Work with Jewelry Trade Center Juristic

Person as Supervisor Customer Relation

Responsibilities:

- To efficiently and effectively handle order processing, resolve order queries, maximize loading and develop service format for customers for excellent satisfaction with cost optimization

- Managing and .being responsible for the smooth and efficient running of the department, whilst ensuring positive liaison arrangements with internal teams and external

- Coaching the team in order to improve productivity and service quality

- Ensuring performance are effectively managed to achieve KPIs

- Ensuring that the team delivers efficient services

- Creating a management process to follow up on customer complaints

- Analyzing customer problems to improve and develop

Customer services

- Monitoring progress and ensuring timely completion according to the agreed schedule

Reference Person: Mrs. Parsunan Tupmuang

JTC Juristic Person Manager

Phone: 081-3639779

- 03/ 2010-02/2011 Work with Suvarnabhumi Airport Rail Link as

Station Controller

Responsibilities:

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- Responsible for overall station operation management in normal and emergency operation
- Responsible for ensuring that the station operation is complies to the rule and regulation for Railway Operation
- Plan the station operation strategy to meet the company goal, direct supervise, and coordinate work activities of station staff, Operation Control Center and other section
- Manage overall station activities, Ticket and cash handling
- To ensure that the service delivery to customer is continually satisfaction and improved
- Handle overall station computers, Monitor, supervise and report all computer control for Electrical and Mechanical System (Air-condition, Lighting, Fire Alarm and fire pump, Lift and escalator, Communication I.e. CCTV and Public Address system) and coordinate with operation and maintenance team.
- To maintain, Monitor and review -Of station operation task data records and reports and keep it along with the operation plan
- To coordinate and .monitor the work of security_, .and other departments
- Improve the team quality performance to ensure target achievement
- To organized the station work process and work orders through the computer
- To dealing and give satisfaction service and information to passengers/customers
- Coordinated with senior management and training team to set up and prepare the operation training course

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Reference Person: Mr. Panusak Puanglamjeack

Station Controller

Phone: 086-8153716

- 08/2003-03/2010 Work with Bangkok Mass Transit System PLC. as

Station Person

Responsibilities:

- Ticket and cash handling
- To ensure that the service delivery to customer is continually satisfaction and improved
- To organize the station work process and work orders through the computer
- To dealing and give satisfaction service and information to passengers/customers

Reference Person: Ms. Chatrudee Poonsuk

BTSC Training Specialist

Phone: 081-3639779

- 02/2002-07/2003 Work with Telecomasia Cooperation PLC (True PLC) as Customers Care Representative (Outlet)

Responsibilities:

- Customer's services and care to meet the company goal
- Dealing with customers who coming into the shop
- Prepare and arrange line numbers for new customers through computer
- Processing and making up orders from the computer.

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- Responsible for collecting money from customers bill
- Cash up at the end of the day
- Handle and Dealing with customers complaints
- Ensuring that outlet floor area is clean and tidy at all times
- Handle all the document and hand over to relevant TOT.PLC. Senior Management

2001-2002 Work Part time job with Velocall Co. Ltd. as Secretary during study

2000-2001 Work Part time job with McDonald 's company Sukhumvit branch as Customers Representative

2000 Work Part time job with Sony Thai Co., Ltd. Hand On MD

Driving License: Yes

Own car: Yes

Hobby: Surfing Internet, Reading, Listening to Music

Computer Skill: Word, Excel, Power Point, Acrobat,