



Shwe Sin Oo

Customer Service Representative

Dynamic retail sales professional with 5 years of hands-on experience in customer service roles, including real estate freelancing, receptionist duties, and sales & marketing. Proven expertise in front desk management, administrative support, and customer service. Proficient in handling multi-line phone systems, scheduling appointments, and managing records. Eager to leverage skills in mobile technology, customer engagement, and administrative tasks to excel as a key member of a dynamic retail team and achieve sales targets.

Contact

Phone

+660992644473 (Available LINE)

+959440650147 (Whatsapp)

Email

roki31823@gmail.com

Address

Suan Luang, 10250, Bangkok, Thailand

Website

<https://www.linkedin.com/in/shwe-zin-oo>

Education

2017

B.Sc. (Biochemistry)

Dagon University, Myanmar

2022

Diploma In Human Resource Management

Myanmar Management Institute

Certifications

- Certificate in Business Management
- Certificate in Nursing Aid & Pharmacy
- Certificate in Advanced Pharmacy & Academic Medical
- Certificate in IELTS Foundation & Preparation Course
- Certificate in Special Caregiver & Physiotherapy
- Certificate in American English Webinar Series for Teaching Technology
- Certificate in Early Childhood Education & teaching phonics

Language

English (Fluent)

Burmese (Native)

Chinese (Basic)

Hindi (Basic)

Experience

Freelancer

Mar/2017- Aug/2018

Angel Real Estate Consultant Company

Yangon, Myanmar

- Advised clients on residential and commercial real estate investments, conducting market research and financial analysis to identify lucrative opportunities.
- Developed comprehensive marketing strategies to promote properties, utilizing online platforms, social media, and traditional advertising methods.
- Provided personalized guidance to clients throughout the buying, selling, or leasing process, ensuring smooth transactions and client satisfaction.
- Conducted comparative market analyses to determine optimal listing prices and develop effective marketing campaigns to attract qualified buyers and tenants.
- Cultivated strong relationships with clients and maintained open communication to address any concerns or inquiries promptly, fostering trust and loyalty.

Retail Sale Assistant

Dec/2018-Feb/2020

Nilar Mobile Shop

Yangon, Myanmar

- Promoted products with discounts, boosting sales.
- Handled diverse sales and purchases.
- Advised customers with tailored expertise.
- Consulted on wireless needs, offered solutions.
- Managed accurate cash drawers and sales.
- Communicated with verbal and non-verbal to engage the customers.
- Participated in training programs to provide by the employer.
- Solved challenging situations with patience and courtesy.
- Provided information about different mobile devices, accessories, and features.
- Processed sales transactions accurately and efficiently.

Customer Service Representative

Aug/2022-Jan/2024

Sat Sun Hotel

Yangon, Myanmar

- Answered and directed phone calls, greeting clients and visitors with a friendly and helpful attitude.
- Managed daily office operations including mail distribution, filing, and maintaining office supplies.
- Coordinated schedules and appointments for multiple executives.
- Provided administrative support, including drafting correspondence and preparing reports.
- Assisted in organizing company events and maintaining office records.
- Processed invoices and handled basic bookkeeping tasks.
- Resolve customer inquiries and issues promptly and efficiently.

PERSONAL INFO

DOB 1 June 1996
Passport No MF 73****
Nationality Myanmar
Material Status Single
Expected salary (Negotiate)
Availability Immediately

Skills

- Excellent verbal and written communication
- Proficient in Microsoft Office Suite (Word, Excel, Outlook)
- Familiar with multi-line phone systems
- Strong organizational and time management abilities
- Customer service-focused with a professional demeanor
- Basic knowledge of office equipment (fax machines, printers, copiers)
- Ability to handle confidential information with discretion
- Adaptable and quick learner

Reason Of Leaving

- I am seeking new challenges and opportunities for growth.
- Eager to apply my skills and knowledge in a new environment.
- Excited about the opportunity to embrace new experiences and contribute to the success of a forward-thinking company.
- Committed to finding a long-term position where I can grow and develop professionally.

Summary

- I am currently residing in Thailand and am available for interviews via Line, WhatsApp, Viber, or Zoom.
- I am prepared to commence my role immediately upon being hired. My objective is to secure a position that aligns with my educational background and allows me to gain further experience. Thank you for considering my application.

- I eagerly anticipate your prompt response.
- I affirm that the statements above are accurate and truthful in every detail.

Volunteer Receptionist

Sep/2021-May/2022

Richard Language Centre

Yangon, Myanmar

- Guided staff in using office machines effectively.
- Properly directed phone calls and guests.
- Assisted in mail preparation, including labels and envelopes.
- Helped organize teacher conferences' schedules.
- Fulfilled tasks and responsibilities in workplace.
- Welcomed and guide campus visitors.
- Accomplished computerized files, ensuring accuracy.
- Maintained students medical, students' early dismissal, visitors, and parents volunteer logs.

Reference

Mrs. Mera

Manager at Nilar Mobile Co.Ltd

Phone: +959450095248

Email : meraoo922@gmail.com

Ms. Ella

Senior Team Leader Of
Organization at Sat Sun Hotel

Phone: +959420024728

Email : e22336300@gmail.com

Grace be to you,

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