



Ms. Tanida Trinteeyakul

Expected Salary : 65 K+

Contact

Address : 18/49 M.1 Changwattana Klongkue Prakkret Nonothaburi, 11120

Email : Tanidat@gmail.com

Mobile : 095-159 3550

Line ID : pug-gy

Personal Profile and Objective

Talented individual with a strong background in customer service, critical thinking, and organizational abilities. Strong organizational and time management skills; proficiency in deadline planning and scheduling.

Education

Year 2002

**Bachelor degree in English
(Faculty of Liberal Arts)**

Hauchewchareamprakiat University

Talent

- Leadership ability in planing and coordination
- Good interpersonal and good working team
- Self-confidence, enthusiasm and creativity
- Problem analysis and problem solving

Skills

- Strong communication
- Be a role model with can do attitude
- Successful working in team environment, as well as independently
- The ability to work under pressure and multi-task
- The ability to follow instructions and deliver quality results
- Advance in Microsoft office (Word, Excel, Power point) for report and presentation

Experience

September 2022 - Present

EventThai Co.,Ltd. (EventPass)

Operations Manager (Business Unit - Media & Content)

- Manages the organizational structure of multiple departments and ensures the improvement, optimization, and efficiency of company performance in both short-term and long-term to align with corporate objectives.
- Assistant to CEO for Document management and as assigned.
- Overseeing the complete operation of the company and ensuring all goals are met based on the company's strategic plans.
- Lead the business at all levels in its drive for continuous improvement/growth and especially on business development and profitability.
- Control, monitor and drive company performance in all department to meet strategies and business achievements.
- Work with top management team on evaluation potential on new initiatives project and risk assets, followed by providing best possible solutions.



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Talent

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- **Problem analysis and problem solving**

Experience

○ **August 2017 - July 2021**

IMPACT Exhibition Management Co.,Ltd.

Operations Manager (Corporate Meeting), Service Operation

Responsible for managing and developing staff in the Service Operations Department to be able to perform the role of coordinator. and systematic onsite operations planners and balancing corporate interests with customer satisfaction. Support and suggest the way to managing the budget for helping to reduce the cost of organizing various exhibitions to be worthwhile and achieve maximum efficiency according to the standard of the organization

- Check the terms and conditions details in the event contract which received from the sales and/or legal department in order to properly perform the relevant part
- Receive and collect event information from the Sales through the EBMS system and from the meeting with Organizers/Customers for further planning
- Control the cost of each event and manage monthly/ yearly budget of the department in accordance with company policy

○ **July 2015 - July 2017**

IMPACT Exhibition Management Co.,Ltd.

Visitor Relation Management & IMPACT Member card Manager, Operations

Take care and be responsible for planning, formulating policies and controlling the overall work in each department for employees in all positions. Able to work properly, appropriately, in accordance with the main objectives of the service so that customers who come to use the service receive a comfortable service under safety and maximum satisfaction

Responsible for planning, formulating policies for overall management of IMPACT Member card, product quality control and various services to meet the needs of members and increase sales to meet the set goals



Reference

Nuchnapha Pruetipibultham

Senior Manager, Total Reservation

Mobile : 081-172 2645

Siriporn Chuamon

Sales Manager , Total Media

Mobile : 081-922 0234

Training

August 2009

- **Global Trends of Sport and Entertainment Business**
Sripatum University

September 2016

- **Safety Officer at Supervisory Level**
Safety and Health at Work
Promotion Association (Thailand)

July 2017

- **Business Continuity Planning (BCP)**
NCP Safety and Environmental
Service Co.,Ltd.

January 2019

- **Micro MBA in Action 4.0**
ศูนย์ฝึกอบรมความเป็นเลิศทางกลยุทธ์
ธุรกิจ (The Best Training)

August 2019

- **Thailand MICE Venue Standard (TMVS)**
Thailand Convention & Exhibition
Bureau (TCEP)

Experience

○ March 2014 - July 2015

IMPACT Exhibition Management Co.,Ltd.

Business Strategy Manager, Business Strategy

Responsible for management overall of IMPACT Member Card and quality control of all product & services at IMPACT Member Card VIP Lounge, as well as business development to extend new product & service lines, networking to extend new partner in all relevant business industries, branding and presentation of IMPACT Member Card to the public.

○ July 2012 - March 2014

IMPACT Exhibition Management Co.,Ltd.

Assistant Sales Manager, Total Media

Responsible for Media sales & Operation for all IMPACT Media , Total Reservation Media and Partners Media as well as Media plan to branding Total Reservation & all Events sold by Total Reservation such as;

- Sales and Barter Media
- Control media timeline arrangement
- Updated media pricing and agent commission
- Monitor media projected revenue and cost
- Expand and maintain database of all clients
- Cooperate with Online & Marketing team concerning media sales & marketing strategies
- To be manage all Ticketing operations / Boxes office for Sports ticket Sales



Language

- Thai
- English

Experience

November 2006 - July 2012

IMPACT Exhibition Management Co.,Ltd.

Assistant Operation & Customer Service Manager, Total Reservation

- Manage overview of "Operation & Customer Service" and its team. Assist Senior Manager to cooperate with partners on new sales and information channel development.
- Cooperate with partners on operation concern of payment channels (bank, e-payment gateway, smart purse, etc.)
- Manage and control on-site operation as seat checking, box office management and customer service on event days on
- Manage Event Activities of Total Reservation by coordinating internally with involved parties and externally with Contractor and Event's organizer.
- Manage customer service (i.e. change seat, lose ticket, cancel ticket, resell ticket, refund ticket, auction ticket) during sales period
- Manage and control ticket delivery by DHL & EMS
- Manage and cooperate with landlord for opened 10 branches of Total Reservation in detail of rental contract, design & construction, equipment & system installation
- Provide team on ticketing system training with update and briefing of all agents of news/changes in products and organizations

May 2004 - November 2006

IMPACT Exhibition Management Co.,Ltd.

Client Service Supervisor , Events

Responsible for all general matters in Exhibition & Convention areas, such as Business Center, Information, Lost & Found, Kid's Corner, First Aid, Luggage deposit, Taxi Service etc. Supervise the job quality of Client Service officers. Solve the problem which is beyond the Client Service's responsibility and file a report to the Client Service Manager.

November 2002 -May 2004

IMPACT Exhibition Management Co.,Ltd.

Operator / Administrative officer, Executive officer

Responsible as operator to answer and connect the lines, giving information about IMPACT, notify announcement, Operate Business Center and Information Center when during the events ,support staff if each department requires manpower to help as event coordinator. And a Secretary to the Director of Business Development.