

Sutinee Nakthongkam

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SUMMARY

Experienced and results-driven Sales department with 2 years of experience in the hospitality industry. Proven track record in planning and executing successful events, managing client relationships, and achieving sales targets. Strong organizational and communication skills, with a focus on delivering exceptional customer service and creating memorable experiences for guests.

WORK EXPERIENCE

Assistant Event Sales Manager

Feb 2024 - Present

Veranda Resort Pattaya Na-Jomtien MGallery

- Communicate with all key staff members the details of all events and sales opportunities; ensuring cohesiveness and effectiveness by conducting a weekly Event Staff Order Meeting
- Assist the Sales Manager in developing and implementing sales strategies to attract events and meetings to the hotel
- Manage all aspects of catering operations, including planning, coordination, and execution of events such as weddings, conferences, and corporate events
- Monitor event spaces, budgets and expenses, ensuring profitability and efficient use of resources
- Build and maintain relationships with clients and industry contacts to generate repeat business.
- Generate optimum revenue through room rental and food & beverage menus

Sales Coordinator

June 2022 - Feb 2024

Veranda Resort Pattaya Na-Jomtien MGallery

- Generating reports, preparing proposals, collections details, coordinating with clients
- Prepare sales-related documents throughout the sales process (e.g., proposals, contracts and banquet event orders)
- Manage and maintain sales executives and managers schedules, appointments and travel arrangements.
- Assist sales team by managing schedules, filing important documents and communicating relevant information.
- Meets with clients in the absence of the Sales Managers to effectively and professionally convey details of the sale to the client.

Guest Service Agent

Nov 2021 - June 2022

Veranda Resort Pattaya Na-Jomtien MGallery

- Welcomed guests to the hotel and assisted with check-in and check-out procedures.
- Answered phone calls, responded to emails, and addressed guest inquiries promptly.
- Assist guests with reservations, transportation arrangements, and local area information
- Collaborate with other hotel departments to ensure seamless guest experiences

Internal Sales

June 2021 - Nov 2021

Techniques Surface (Thailand) Ltd.

- Coordinate sales team by managing schedules, filing important documents and communicating relevant information
- Inform clients of unforeseen delays or problems
- Monitor the team's progress, identify shortcomings and propose improvements
- Assist in the preparation and organizing of promotional material
- Handling the documentation task i.e. issuing purchase and/or sales contracts, invoice, debit note etc.
- Timely and precisely manage the routine workflow, payments, customs clearance/delivery
- Communication with the related parties, internal and external organizations

EDUCATION

Bachelor Degree in Faculty of Humanities and Social Sciences
Rajamangala University of Technology Tawan-Ok

2017 - 2021

Majors: English international for communication

SKILLS & OTHERS

Computer: Microsoft office (Excel, Word, PowerPoint), Google Suite

Skills: Customer service, Upselling, Time management, Event planning, Budget Management, Problem-solving, Collaboration

Languages: Thai (Native), English (Conversational)

Expected Salary: 37K-40K