

Industrious, conscientious, personable; 10+ years teaching in academic and non-academic settings, and 7+ years in interpreting/translation, plus experience in customer service, accounts receivable, data entry, project coordination, freelance, and working in general educational, multicultural, and language-related contexts; 12+ years volunteering and conducting community service

EXAMPLES OF WORK EXPERIENCE

Academic and Non-academic Teaching

- Designed and taught several English courses for Thai undergraduate students (e.g. Foundation English I, II and III, English for Secretary, Reading English for Mass Communication, Technical English for Agro-Industry students)
- Designed and taught an introductory linguistic class for Thai graduate students
- Designed English standardized (proficiency) tests for Thai undergraduate and graduate students
- Designed and taught Thai conversation/reading and writing classes (all levels) to non-Thai speakers. I can custom-tailor classes to meet students' needs.
- Provided private Thai (all levels), English (English for TOEFL/IELTS/GRE/GMAT, Vocational English, Conversational English in Work Places, etc.) and Japanese lessons (beginners) for language institutes/schools both in Bangkok, Thailand and New York, USA

Translation/Interpretation

- Freelance translation of official and legal documents, clinical/medical/pharmaceutical-related research protocols, movie and television scripts, concert brochures, information pamphlets, education-related articles and teaching materials, fictions, and general texture (Thai-English, English-Thai)
- Interpreter (Thai-English, English-Thai)

Counseling/Community Service

- Worked closely with the guidance department and ESL teachers to facilitate classroom experience for both teachers and students through AmeriCorps for PULESCA (Pace University Lower East Side/Chinatown AmeriCorps).
- Currently volunteer teaching young children Thai at the Thai Cultural Center in Queens, New York, teaching reading and writing to young Thai-American children aged 5 to 8, also aged 14-15.
- Provided counseling to Thai college students seeking opportunities to study overseas
- Had four undergraduate students under supervision. I worked closely with them helping with their academic plans as well as providing them moral supports
- Extensive experience volunteering and helping underserved/disadvantaged children (Special Olympics, children with HIV, at-risk students from low-income families, etc.)

Project Coordination/Administrative Assistant

- Assisted company's CEO to implement and manage philanthropic, fund-raising projects: sport and art events, charitable concerts, international conferences/seminars, etc.
- As Administrative Assistant, managed day-to-day office operations, e.g., scheduled appointments, arranged and attended meetings, managed travel arrangements, researched and prepared annual reports, as well as oversaw other office duties such as answering phones, ordering supplies, processing invoices, etc.
- Designed extracurricular activities for Thai college-level students to help improve their academic lives and to prepare them for post-college, professional success.
- Organized several intercultural and language-related events to strengthen relationships and understanding between Thai students and those from other countries.

Accounts Receivable/Customer Service

- Corresponded with hundreds of delinquent customers to retrieve money.
- Oversaw entire returns and refusals processes. Responsibilities include:
 - Fielding customers' inquiries and requests via phone, fax, and e-mail
 - Investigating each case to decide the action the company should pursue
 - Issuing return authorization numbers to entitled customers
 - Collaborating with Receiving Manager to ensure merchandise returns and issuing credits.

SKILLS AND OTHERS

- Thai native, fluent in English, intermediate reading and writing in Japanese, conversant in Lao and German
- Computer literate: word processing (60+ words/minute typing), spreadsheets and data management, email, and internet applications, accustomed to Accounting software (Mas90), Adobe Acrobat, Adobe Illustrator, Adobe Photoshop, Adobe Dreamweaver, Wordfast (Translation CAT tools)
- Able to conduct and communicate research (e.g., evaluate teaching program efficacy)
- Very organized and detail-oriented, I have solid administrative and project management skills
- Strong customer service/interpersonal skills; able to deal with unexpected circumstances and communicate with people of different backgrounds and ages, able to work under pressure and irregular schedules in varying contexts, able to work both independently and with teams
- Have worked and thrived in international/multicultural contexts in corporations, higher and lower education, and government affiliates. Accustomed to royal and embassy protocols, I have tremendous experience collaborating with diplomats, embassy, and royal court officials.

WORK HISTORY

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| Accounts Receivable/Customer Service, Hanky Panky Ltd. New York, New York | October, 2006 - March, 2008 |
| Classroom Assistant, Dr. Sun Yat Sen Intermediate School/ AmeriCorps/PULESCA program, New York, NY | October, 2005 - August, 2006 |
| Language Instructor (ESL and Thai)/Language Specialist, The Thai Cultural Center of New York, Elite Language Institute, Berlitz International Freelance, based in New York City | January, 2003 - Present |
| Translator/Interpreter, Bilingual Professional Agency, Link Group of Companies TransPerfect Translations, TIS Marketing Co, Ltd. Freelance, based in Bangkok, Thailand, and New York City | March, 2000 - Present |
| English Language Lecturer, Department of Foreign Languages, Kasetsart University, Bangkok, Thailand | March, 2000 - March, 2002 |
| Project Coordinator/Administrative Assistant, Toshiba Thailand Co. Ltd./Thai-Japanese Association, Bangkok, Thailand | February, 1996 - August, 1997 |
| Flight Attendant, Japan Air Charter (now merged with Japan Airlines) Based in Bangkok, Thailand | March, 1995 - February, 1996 |

EDUCATION

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| MA in Linguistics The University of Texas at Arlington Arlington, Texas, USA | December, 1999 |
| Certificate in TESOL (Teaching English to Speakers of Other Languages) The University of Texas at Arlington Arlington, Texas, USA | December, 1999 |
| BA in Languages (Japanese & English) Chulalongkorn University Bangkok, Thailand | March, 1995 |
| References available upon request | |