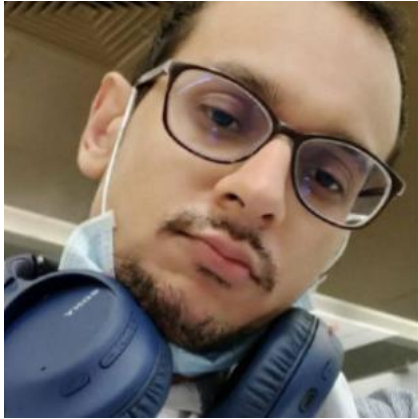


Sayumphu Nithiphaisanyot

Customer Service and Related Field

To obtain the position as Customer service & related field in medical tourism and hospitality industry. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.



Experiences

2024-08 -
2024-11

Part Time Contact Centre Operation Executives

HBX Group Hotelbeds; Bedsonline; Hotelopia, Bangkok, Thailand (Remote)

- Monitored and directed phone and email activity using various contact center applications and tools.
- Ensured smooth day-to-day operations by addressing any workflow disruptions promptly and effectively.
- Maintained a safe working environment by enforcing strict adherence to health and safety guidelines.

2020-01 -
2023-01

Senior OPD Patient Finance Officer

Five-Star Medpark Hospital, Khlong Toei, Bangkok

- Optimized cash flow management, ensuring timely payment of invoices and reducing outstanding debts.
- Collaborated with team leaders to define standards, policies and procedures to meet company revenue goals.
- Established strong relationships with key vendors, negotiating favorable terms to benefit the organization's bottom line.
- Collaborated effectively with cross-functional teams to achieve shared financial goals and objectives.
- Fostered positive relationships with patients, empathetically addressing their financial concerns and reinforcing facility's commitment to quality care.
- Contributed to policy updates, providing



Contact

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Phone

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E-mail

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Skills

Compassionate caring

Extremely honest

Optimistic

Pleasant personality

Good interpersonal and communication skills

Enthusiastic about learning new technologies & marketing information

Problem-solving
Customer service
Product knowledge
Complaint handling
Call center operations
Microsoft outlook

insights on patient financial interactions that led to more patient-centric billing practices.

- Streamlined patient check-in process, significantly reducing wait times and improving patient flow.
- Improved accuracy of patient billing through meticulous verification of insurance coverage and benefits.
- Ensured compliance with regulatory requirements by staying current on industry standards and updating policies accordingly.

**2015-01 -
2020-12**

OPD Patient Finance Officer

Five-Star Bumrungrad Hospital, Bangkok, Bangkok

- Accurately met both Thai and foreign patient's expectations
- Zealously and actively provided GOP letters so as to fully take advantages of patient insurance and maintain hospital benefits
- Calmly and deliberately concentrated on patient problems and solved all of problems with full efforts
- Daily dealt with hundreds of customer emotions
- Politely and successfully asked to collect outstanding expenses and insurance rejection bills without complaints
- Properly and cordially coordinated activities relating to financial field and outlook both in and out of organization



Education

**2010-01 -
2014-01**

Bachelor of Arts: English, English for Business Communication

Dhurakij Pundit University - Nonthaburi, 12

GPA: 3.5

- Member of Honor Program student Team
- Awarded English Saga



Expected Salary

Expected Salary: 28,000 ±THB



Toiecscore

725



Accomplishments

- Conflict Resolution - Responsible for handling customer account inquiries, accurately providing information to ensure resolution of product/service complaints and customer satisfaction.
- Monetary Transactions - Handled cash, credit and automatic debit card transactions with 100% accuracy.
- Contacted International and Domestic Insurance to ensure get accurate coverage.
- Customer Follow-up - Ensured that customers were satisfied with company products and services by doing purchase follow-up calls.