

PARADORN ALBERT SUMNER

67 Fox Ave., San Jose, California 95110 • Cell: 2135687195 • albert.sumner@yahoo.com

Professional Summary

Motivated customer service specialist/ Host with over [3] years Restaurant/Hotel experience in a fast-paced, team-based environment.

Skills

- 1. Great People handling skills
- 2. Positive attitude
- 3. "The Customer is always right attitude"
- 4. Good understanding of how customers want to be treated.
- 5. Team Player
- Exceptional communication skills
- Quick learner
- Trusted key holder
- Creative problem solver
- Strong client relations
- Multi-line phone talent

Work History

Host/PR Manager,

Davis Hotel, Blue Elephant – Bangkok, Thailand

I handled reservations and bookings. Online imaging(Instagram/Facebook) Customer relations and feedback for disgruntled customers.

Education

High School Diploma: 2013

RAIS - Bangkok Thailand

Accepted Into:

University of California, Irvine

University of California, Santa Cruz

University of California, Riverside

University of California, Merced

Pace University

Accomplishments

- *Conflict Resolution*
 - Responsible for handling customer account inquiries, accurately providing information to ensure resolution of product/service complaints and customer satisfaction.
- Entrepreneur accomplishment: Started my own Ice Cream shops which boomed into 5 different branches all operated and handled by me.

Community Service

2010-2014

- Taught English to Thai Orphans
- Tutored SATs FREE to Underprivileged children who could not afford to pay.