

Jirawat Harnnoi

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Nationality: British Citizen

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Profile

Qualified and motivated individual with a Level 5 Diploma in Teaching English as a Foreign Language and a strong background in customer service, communication, and teamwork. Adaptable and culturally aware, with experience supporting diverse individuals in professional settings. Eager to bring energy, patience, and clarity into the classroom.

Key Skills

Professional Skills:

- **Project Management:** Organised and systematic approach to project planning and execution.
- **Communication:** Excellent written and verbal communication skills.
- **Interpersonal Skills:** Ability to work effectively with colleagues from diverse backgrounds.
- **Customer Service:** Proven ability to handle customer inquiries and complaints professionally.
- **Time Management:** Ability to manage multiple tasks and meet deadlines effectively.
- **Problem Solving:** Strong analytical skills and ability to troubleshoot and resolve issues quickly.
- **Team Collaboration:** Experience working collaboratively in team environments.

Technical Skills:

- **Networking:** Knowledge of network protocols and network administration.
- **Systems Support:** Experience with Windows and Apple Systems.
- **Computer Literacy:** Knowledge and ability to use computers efficiently

Administrative Skills:

- **Data Management:** Experience cataloguing and organising records, and maintaining confidentiality.
- **Office Software:** Proficient in Microsoft Office Suite (Word, Excel, PowerPoint) and Google Workspace.

Professional Experience

Toolstation / Customer Service Representative

September 2024 - Present, Epsom

- Provided excellent customer service by assisting customers with product selection, order processing, and resolving inquiries efficiently.
- Maintained a thorough knowledge of Toolstation's product range to offer informed recommendations and upsell where appropriate.
- Processed transactions accurately using the POS system, handling cash, card, and trade account payments.
- Managed stock levels, conducted inventory checks, and ensured shelves were well-stocked and neatly presented.
- Assisted in warehouse duties, including receiving deliveries, restocking, and maintaining a safe and organised workspace.
- Worked collaboratively in a fast-paced retail environment, meeting sales targets and ensuring store operations ran smoothly.
- Adhered to health and safety protocols, ensuring a safe environment for customers and colleagues.

NHS / Administrative support, South West London Elective Orthopaedic Centre (SWLEOC - Epsom General Hospital)

January 2019 - August 2019, Epsom

- Engaged with numerous patients daily, addressing their concerns, hopes, and disappointments with empathy and professionalism.
- Effectively managed the booking system, frequently handling rescheduling and cancellations to ensure optimal patient flow.
- Catalogued and organised thousands of medical records, consistently upholding strict confidentiality standards.

BP Service Station / Customer Advisor

February 2016 - July 2016, Epsom

- Delivered exceptional customer service in a high-pressure, fast-paced petrol station environment.
- Efficiently handled transactions, operated fuel pumps, and managed customer inquiries with a friendly and professional demeanour.
- Collaborated effectively with team members to manage unloading deliveries, restocking shelves, and maintaining store cleanliness.
- Ensured safety protocols were followed during fuel dispensing and handling of hazardous materials.
- Assisted in inventory management, including monitoring stock levels and placing orders.

LOLA Staff Agency / Event Bar Staff

October 2015 - January 2016, London

- Provided excellent customer service in a dynamic and high-energy bar environment.
- Efficiently managed beverage preparation and served customers with a friendly and professional demeanour.
- Worked collaboratively with a team to ensure smooth operations during busy periods, including major events.
- Maintained a clean and organised bar area, adhering to health and safety standards.
- Handled cash transactions and operated the till accurately, ensuring minimal discrepancies.
- Assisted in inventory management, including restocking supplies and monitoring stock levels.
- Addressed and resolved customer inquiries and complaints promptly and effectively.

Education & Qualifications

Level 5 Diploma in Teaching English as a Foreign Language (168 hours)

The TEFL Academy | 2024

Bachelor of Science (Honours) in Computing

University of Portsmouth | 2019 – 2023

BTEC Level 3 Extended Diploma for IT Practitioners (Networking and System Support)

North East Surrey College of Technology (NESCOT) | 2016 – 2018

7 GCSEs, including English, Mathematics, and Science

Epsom & Ewell High School | 2013 – 2015