

# Welmanee Anna Phuangmala

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## Objective:

Seeking to obtain an experience where I can further develop and enhance my skills and abilities in the customer service and management sectors.

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## Education:

### University of Houston (*Online*)

*B.A Business Management – Management Information Systems*

Houston, TX

Expected, *May. 2020*

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## Work Experience:

### The Nielsen Company

Philadelphia, PA

*Membership Representative*

*Oct. 2017 – Apr. 2018*

- Competence of MCT, MSM, Mobile TimeTrak, nTerview, Ngage, nCompass, and ISM.
- Approached statistically-selected homes without an appointment and persuaded household members to participate in Nielsen TV Ratings and Computer Research.
- Conducted in-person interviews with Nielsen families to gather, collect, and enter demographic data to ensure they meet established criteria.
- Proactive communication with team members and other departments to ensure a collection of quality data sample that is compliant to policies and guidelines.
- Possessed an average sign rate of 1.30 (YTD). Was progressively working towards the company standard sign rate of 1.80.
- Remotely worked a nontraditional schedule which includes evenings and weekends.

### Prosperity Industries LLC

Philadelphia, PA

*Chief Operating Officer – Enterprise Division*

*July 2, 2016 – Sept. 6, 2016*

- Successfully created an add-on to a popular CRM cloud based platform that incorporates a singular space for lead generation and sales management.
- Identified opportunities to automate mundane tasks, and contributed in the development and implementation of the automations.
- Served as a liaison between the company, clients, and service providers.
- Provided technical consultation to clients to support initiatives on improving their business processes and customizing the client's system to meet their business requirements.

### AmeriCorps VISTA

Houston, TX

*Communications Coordinator – Harris County Public Library*

*Mar. 21, 2016 – July 2016*

- Created marketing material for the library, programs, and events.

- Created and maintained an online forum to connect Branch Coordinators and Tutors across 26 branches for open and faster communication.
- Assisted in the development of a social media team that will focus on engaging the customers.
- Served as an outreach specialist for the librarians by collaboratively creating an outreach and promotions guide, and compiling a contact list of the local resources for each branch.

### **Freelance - Prosperity Industries LLC**

Richmond, TX

*CRM System Consultant*

*Feb. 2016 – July 2016*

- Clients' first point of contact for troubleshooting system technical issues.
- Redirected workflows as needed to optimize the system.
- Created and tested new system automations per clients' needs.

### **Prosperity Industries LLC**

Philadelphia, PA

*Executive Assistant*

*Aug. 10, 2015 – Feb. 2016*

- Maintained the company's database of over 6000 client profiles and 20+ users.
- Coordinated and audited data flows of up to 500 flows/hour, and an average of 22000 actions/month.
- Acted as supervisor and trainer of the VA.
- Identified, prepared, and compiled data for producing reports.
- Acted as a liaison between the CEO, company employees, network affiliates, and investors to ensure open and clear communication.
- Assisted the Transaction Manager in marketing properties through the company's website, Postlets, Craig's List, and mailers.
- First point of contact for issues concerning personnel, website, database, and/or workspace.
- Researched, assisted, and/or managed projects as assigned.
- Coordinated travel plans for the CEO and other employees as needed.

### **Valley Forge Casino Resort & the Radisson**

King of Prussia, PA

*Front Desk Agent*

*Dec. 19, 2013 – Apr. 28, 2014/Jun. 16, 2014 – Nov. 09, 2014*

- Maintained the accuracy of rooming lists, groups, arrivals, departures, amenities, etc. for two separate hotels - totaling over 400 hotel rooms and suites split between two separate hotels
- Was ranked the top 5% of all Carlson Rezidor Hotel front desk agents for the number of hotel loyalty membership sign-ups. First enrollment ranking was 159 out of 2,990 employees (03.05.14). Enrollment ranking (YTD) 282/4,096 (06.19.14).
- Built a great rapport with guests to ensure returns in business.
- Ensured the compliance to all policies and procedures to produce an exceptional quality of service.
- Completed all tasks in a timely and accurate manner with minimal managerial supervision.
- Provided proper mediation between the guests and the establishment.
- Addressed and tended to the requests and needs of the guests within a 15-minute window.
- Acknowledged and acquired supervisory approval when necessary.
- Intermediate level of operating the Opera PMS system.

- Adept in check-in and check-out processes and issuing casino access for a Category 3 licensed casino.
- Accountable for maintaining and performing cash, credits, and comp handling procedures.
- Received and sent out mail for guests and patrons of hotel.

## **TD Bank**

Philadelphia, PA

*Teller*

*Oct. 2012 – May 2013*

- Processed customer transactions face-to-face for a variety of routine to more complex financial transactions including but not limited to check cashing, withdrawals, and deposits.
- Balanced cash drawers and assisted customers with basic product information.
- Handled transactions of over \$40,000 per day.
- Exceeded service goals by minimizing customer wait times and accurately and efficiently processing customer transactions, in addition to recognizing referral opportunities.

## **Tamarind Thai Restaurant**

Philadelphia, PA

*Senior Wait Staff Team Member*

*2010 – Present*

- Duties include greeting, seating, serving diners, bussing tables and answering the phone in a fast-pace environment.
- Assess customers' preferences to suggest the best dishes for each customer's taste.
- Maintain good rapport with diners to maximize the number of revisits.
- In charge of calculations, cash, and credit card transactions on a manual system as well as on a POS.
- Provide mediation when needed in order to satisfy both the establishment as well as the customer.

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## **Licenses, Certifications, & Languages:**

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### **Notary Public**

Philadelphia, PA

*Feb. 01, 2017 – Feb. 01, 2021*

### **Thai (Thailand)**

Speech - Advance / Reading - Intermediate / Writing - Beginner

### **Lao (Laos)**

Speech - Advance / Reading - Beginner / Writing - Beginner