

Touy Smith

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Profile

Dynamic and results-driven IT professional based in Bangkok, actively pursuing career opportunities in Southeast Asia, with a strong focus on Bangkok and Thailand. Proficient in web development, graphic design, customer support, IT support, and customer care. Demonstrated ability to excel in collaborative team settings to achieve common objectives. Adept at assuming accountability, making strategic decisions, and resolving issues promptly while upholding a professional demeanor. Known for meticulous attention to detail resulting in the consistent delivery of high-quality outcomes. Willing to work any shift, including holidays and overnight, to meet organizational demands. Passionate about technology and providing exceptional support to individuals. Holds dual citizenship of Thailand and Canada, with fluency in English and Japanese. Enthusiastic about leveraging expertise and talents to contribute to the success of a dynamic and forward-thinking company in Bangkok, Thailand.



Work Experience

03/2025 — 09/2025
Bangkok, Thailand

Customer Service Agent Trust Apollo

- Handle incoming calls and manage all follow-up callbacks efficiently
- Provide timely responses to customer inquiries via email, SMS, and phone
- Address product-related questions, troubleshoot issues, and resolve complaints with professionalism
- Follow up on unresolved concerns to ensure customer satisfaction
- Share customer feedback or trending issues with the Manager and suggest improvements when possible.

04/2023 — 01/2025
Bangkok, Thailand

Commerical Agent Transferz

- Supported various stakeholders, including customers, partners, and Transcos, through multiple communication channels such as calls, live chat, emails, and instant messaging.
- Handled incoming inquiries from stakeholders on different channels and platforms using various systems and tools.
- Managed internal requests and escalations, including investigations on incidents related to journeys.
- Addressed common inquiries, such as general questions, booking details confirmation, missing information on bookings, booking modifications, cancellation/refund requests, refund inquiries, invoice requests, complaints, and escalated calls to supervisors.

04/2023 — 12/2023
Bangkok, Thailand

Social Media LightInTheBox

- Provided prompt and professional responses to customer inquiries across various company social media platforms.
- Developed and curated engaging content for multiple social media platforms such as Facebook, Twitter, and, and ensuring cohesive messaging and brand identity throughout all channels.
- Proactively monitored and analyzed social media metrics and trends to identify opportunities for enhancement, leading to a remarkable 15% increase in post reach and a substantial 10% improvement in user engagement.

10/2019 — 05/2023
Bangkok, Thailand

Customer Service Agent LightInTheBox

- Provided exceptional email ticket customer support, actively resolving problems and assisting customers throughout the entire process.



- Demonstrated exceptional problem-solving skills in promptly addressing and resolving customer inquiries via email ticket support system.
- Assisted customers with a high level of professionalism and effectiveness, ensuring their satisfaction throughout the entire customer journey.
- Collaborated with cross-functional teams to efficiently resolve complex issues, ensuring seamless and satisfactory customer experiences.
- Maintained a consistently high standard of customer service, resulting in positive feedback and customer loyalty.

02/2019 — 05/2021
Bangkok, Thailand

Graphic Designer **Arkin Industries**

- Developed original and compelling shirt designs, ensuring high visual impact and adherence to brand guidelines
- Executed the entire design process, from conceptualization to finalization, to produce print-ready files for production
- Collaborated closely with cross-functional teams, including clients and printers, to make necessary adjustments and achieve optimal design outcomes
- Utilized expert knowledge of industry-standard design software and techniques to deliver innovative and visually appealing designs
- Maintained a keen eye for detail, consistently delivering accurate and error-free designs within tight deadlines

02/2019 — 10/2019
Bangkok, Thailand

Customer Service Representative **Bilablau ApS**

Live Chat, Phone and other tasks in English language.

05/2018 — 02/2019
Bangkok, Thailand

Customer Service Specialist **How to Pay**

- Demonstrated exceptional customer service skills by efficiently managing and resolving inquiries during the nightshift, primarily catering to North American customers.
- Utilized effective communication techniques to promptly address customer inquiries through multiple channels, including Live Chat, Email, and Phone support.
- Established a strong rapport with customers by actively listening to their concerns and providing accurate and timely solutions.
- Collaborated with cross-functional teams to ensure seamless resolution of complex customer issues.
- Exceeded performance targets by consistently delivering high-quality customer support and consistently meeting or surpassing customer satisfaction goals.

12/2016 — 05/2018
Bangkok, Thailand

Co-Founder **Aeromotocyc**

- Co-founded Aeromotocyc, a startup specializing in Motorcycle and Automotive services.
- Led customer and supplier relations, ensuring seamless communication and satisfaction.
- Played an instrumental role in establishing and executing business strategies to drive growth and profitability.
- Collaborated with fellow founders to create and implement innovative marketing and sales initiatives.
- Effectively managed and optimized resources to streamline operations and enhance overall organizational efficiency.
- Fostered strong partnerships with key stakeholders, including suppliers and vendors, to achieve excellence in service delivery.
- Oversaw and maintained the company's brand image and reputation, ensuring consistent quality in all customer interactions.

11/2016 — 08/2017
Bangkok, Thailand

IT Manager **Brainstorm English**

Managed the IT part of the English school



Work Experience

08/2018 — 12/2019
Bangkok, Thailand

English Teacher

DaDa

- Facilitated online English lessons for young learners residing in China, leveraging video call technology.
- Engaged students in interactive and dynamic learning activities, ensuring an immersive language acquisition experience.
- Tailored lesson plans to meet the individual needs and skill levels of students, fostering their language proficiency and confidence.
- Employed innovative teaching strategies and resources, promoting an engaging and stimulating virtual classroom environment.
- Monitored and assessed student progress, providing constructive feedback and implementing targeted interventions for improvement.
- Collaborated with parents and guardians, maintaining open lines of communication to address any concerns or discuss student performance.
- Demonstrated flexibility and adaptability in adapting lessons and materials to accommodate diverse learning styles and educational backgrounds.

11/2016 — 05/2017
Bangkok, Thailand

Lead Developer

Adotai

- Managed and ensured smooth operation of all aspects of app and infrastructure within Adotai, including maintenance and troubleshooting.
- Spearheaded the development of innovative features, enhancing the customer and client experience.
- Facilitated effective communication and collaboration with the Adotai team, ensuring seamless coordination and alignment of objectives.
- Played a pivotal role in driving the overall success and progression of Adotai's operations.

11/2015 — 03/2017
Bangkok, Thailand

Co-Founder

VenVast

- Co-founded VenVast, a mobile application and web app that revolutionizes the way users discover business services, events, and deals based on their interests
- Developed the web app component specifically for businesses to enhance their services and assist event organizers in increasing their visibility to customers
- Ensured seamless integration between the mobile application and web app, enabling convenient access to our services anytime, anywhere

09/2011 — 03/2012
Duncan, Canada

Cashier and Stocker

Staples

- Provided exceptional customer service by efficiently and accurately processing transactions at the cash register.
- Demonstrated strong organizational skills by effectively stocking and replenishing merchandise to maintain optimal inventory levels.
- Collaborated with team members to ensure a clean and well-maintained store environment.
- Utilized excellent communication skills to promptly address customer inquiries and resolve any issues or concerns.
- Implemented a proactive approach to identify and prevent potential theft or fraudulent activities.



Education

01/2014 — 01/2018
Bangkok, Thailand

Tourism and Business | International Tourism and Hospitality Management

Bangkok University

- Acquired a Bachelor of Arts degree in International Tourism and Hospitality Management, cultivating a strong foundation in business and tourism industry practices.
- Developed essential management skills and a global perspective through specialized

coursework in international tourism, international hospitality, MICE, health and wellness tourism, and hotel business.

- Engaged in practice-oriented learning within cutting-edge facilities, providing invaluable hands-on experience and exposure to real-world scenarios.
- Explored professional networks through distinct internships, fostering collaboration and industry connections for future opportunities.
- Collaborated with esteemed academics and industry partners to leverage transformative digital technologies, driving innovation and disruption within the market.
- Equipped with the expertise to excel in operational and managerial positions across a range of service sector industries, or confidently establish and manage one's own business.

01/2013 — 01/2014
Bangkok, Thailand

Information Technology | Computer Science King Mongkut's University of Technology Thonburi

01/2008 — 01/2012
Duncan, Canada

High School | High School Diploma Frances Kelsey Secondary School

 Bonus

— LANGUAGES

English
NATIVE

Japanese
FULL

Thai
FULL

— SKILL SET

Windows Power User
NATIVE

Web Developer
PROFESSIONAL

Graphics Developer
PROFESSIONAL

Microsoft Excel
PROFESSIONAL

Microsoft Word
PROFESSIONAL

Microsoft Powerpoint
PROFESSIONAL

 Strengths

Networking

Responsible

Strong negotiation

excellent communication

customer service

market knowledge

problem-solving

Professional

Outgoing

Giving feedback

Tolerance

Patience

Adaptable

Teamwork

 Certificates

08/2016

TESOL and TEFL ITTT - International TEFL & TESOL training <https://imgur.com/a/TTlW5BV>

- Achieved Certification in Teaching English and the English language
- Demonstrated exceptional proficiency in teaching English and the English language
- Utilized effective teaching methodologies to enhance students' English language skills
- Employed active learning techniques to engage students and promote language fluency
- Developed customized lesson plans to cater to individual students' needs and learning styles
- Effectively assessed students' progress and provided constructive feedback for continuous improvement



Hobbies



Exploring distant lands



Capturing moments



Feeling the music



Being healthy and active



Learning new skills



Social Media



[touysmith.com](https://www.touysmith.com)



[@Toyuko](https://www.linkedin.com/company/@Toyuko)