

TANAPORN GOSALVITH

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SUMMARY

Detail-oriented professional transitioning into advertising and marketing industry | Skilled in maintaining high standards of quality and efficiency | Strong organizational and communication abilities | Proven multitasker, adaptable to dynamic environments

SKILLS/COMPETENCIES

- **Project Management Tools:** Asana, Trello, Monday.com, Slack
- **Collaboration & Communication:** Zoom, Microsoft Teams
- **Documentation & Reporting:** MS Office, Adobe Acrobat, Notion
- **Operational Methodologies:** Agile, Waterfall, Scrum, Lean, Kanban
- **Research Tool:** Mintel, Vividata
- **Soft Skills:**
 - Ability to work under pressure and in a fast-paced environment (Managed up to 120 guests per shift during busy weekends without delays. Reset tables in under 10 minutes during high-demand periods)
 - Organizational skills (Organized and managed up to 6 tasks during peak hours, reducing delays by 20%)
 - Emotional Intelligence (Successfully managed guest interactions and team dynamics, resolving guest concerns and maintaining a 95% positive feedback rate)

CERTIFICATES & LICENSES

Hubspot Inbound Marketing Certification, Google Analytics Certification

WORK EXPERIENCE

DÍA RESTAURANT, CANOPY TORONTO BY HILTON | TORONTO, CA

Server Assistant/ Food Runner

(12, 2022 - Present)

- Anticipated guests' needs: Met the needs of 80+ guests daily
- Cleaned tables and trays promptly and consistently reset all service-ware: Cleaned and reset 100+ tables per shift
- Served dishes to guests while confidently highlighting the contents and preparation: Explained dish contents to 80+ guests per shift

RENDEZVIEWS/SELVA | TORONTO, CA

Food Expeditor

(05-09, 2022)

- Facilitated front-of-house and kitchen staff communication, ensuring accurate and timely order delivery. Coordinated up to 100+ orders per shift, reducing order delays by 15% during peak hours.
- Maintained quality control and ensured the presentation of dishes met restaurant standards, helping to reduce plating errors by 20%
- Inspected kitchen and service areas every 30 minutes to maintain hygiene and safety standards, resulting in zero sanitation violations

EDUCATION

SENECA POLYTECHNIC | TORONTO, CA

(01, 2024- Present)

Diploma in Creative Advertising (CAB)

KHON KAEN UNIVERSITY | THAILAND

(2017-2021)

Bachelor of Arts (English)