

June Moe Wai

✉ junemwai14@gmail.com

📍 Doha

📅 14/06/1993

☎ +97455431355

🚩 MYANMAR

🌐 <https://www.linkedin.com/in/june-moe-wai-214049182>



👤 Profile

Experienced Guest Relations Supervisor with a strong background in managing guest and patient services, along with proven administrative skills. Expert in overseeing daily operations, resolving complaints, and ensuring high levels of customer satisfaction. Skilled in preparing detailed reports, managing team schedules, and implementing policies to streamline service delivery. Adept at coordinating bookings and handling VIP services, with a focus on maintaining efficiency and professionalism.

📁 Professional Experience

Guest Relation Supervisor

Naufar Hospital

11/2023 – present

Doha, Qatar

- Ensure maximum satisfaction for patients and visitors (outpatients/inpatients).
- Supervise daily workflow and address patient inquiries/complaints.
- Provide special attention to VIP patients at OPD.
- Gather feedback for service improvements.
- Assist patients in completing transactions and act as a liaison with healthcare providers.
- Coordinate appointments and ensure smooth scheduling with departments.
- Manage visitor policies and ensure compliance.
- Oversee daily team schedules.

Front Office Duty Manager

The Living Adventure-Global Sports Event Qatar 2022 by Accor Project

03/2022 – 03/2023

Doha, Qatar

- Ensured guest satisfaction by resolving complaints.
- Handled calls, emails, and face-to-face client interactions.
- Processed documents and updated databases.
- Trained and supervised new staff.
- Assisted management in identifying and solving workflow issues.
- Managed customer complaints with empathy and professionalism.

Duty Manager

Awei Metta Resort

11/2018 – 11/2021

Yangon, Myanmar

- Handled customer complaints, requests, and ensured satisfaction.
- Managed reservation calls professionally.
- Handled corporate, TA, and OTA bookings.
- Assisted long-stay customers and managed upselling to meet sales targets.
- Oversaw operations, including maintenance and efficiency.
- Monitored revenue, cash flow, and handled account queries and payments.
- Prepared monthly reports for the GM.

Guest Service Supervisor

Sofitel Inle Lake Myat Min Resort

09/2016 – 11/2018

Shan State, Myanmar

- Managed VIP arrivals and departures with excellent service.
- Handled Accor Membership program.
- Led daily pre-shift meetings and updated staff on guest service info.
- Supervised daily workflow.
- Coordinated with different department within opening period.

Sale Associate

Eskala Hotel & Resorts

02/2014 – 08/2016

Ngwe Saung Beach,
Myanmar

- Coordinated with hotels and restaurants for local activities and arranged tours and air tickets.
- Built and maintained strong client relationships to drive room and event sales

- Closed deals with corporate clients and travel agents through persuasive selling
- Led hotel tours and presentations to convert leads into bookings
- Coordinated with operations teams to ensure smooth group and event execution
- Met and exceeded monthly sales targets through proactive outreach
- Tracked market trends and adapted strategies to stay competitive
- Handled transportation, guest tour inquiries, and guest queries.

Education

B.SC Physics

Patheingyi University

2010 – 2013

Patheingyi, Myanmar

Diploma of Hospitality Management

Strategy First University

2019

Yangon, Myanmar

Personal Skills

Situational Leadership • Excellent Customer Service • Problem Solving •
Self-Motivated & Relationship building skills • Sale Skill • Negotiation Skill • Communication Skills •
Office Management • Email Handling

Languages

English, Burmese

Awards

Outstanding Performance Award

Accor Group

28/09/2022

Certificates

- | | | |
|--------------------------------------|--|---|
| • Hospitality Management | • Hospitality Course for Front Office (Bell Service) | • Front Office Operation Myanmar Hospitality Public Association |
| • Hospitality Course of Front Office | • Marketing Management | • Employee Motivation |
| • Managing Meeting & Email | • Interaction Skill | • Make Things Happen |
| • Delegating with Purpose | • Team Works and Team Building | • Train the Trainer Program |

Interests

- | | | |
|--------------|-----------------------------|-------------|
| • Travelling | • Reading | • Volunteer |
| • Swimming | • Exploring new environment | |

Technical Skill

- | | |
|--|----------------------|
| • Opera PMS | • CRM |
| • Microsoft Office, Words, Power point | • Yasasii EMR System |

References

Mr. Daniyal Aziz, Front Office Manager, The Living Adventure
Muhammaddaniyalaziz90@gmail.com

Mr. Thibaut Stettler, General Manager, Memories Group
thibautstettler@aweimetta.com

Ms. Nay Nwe Tun, Front Office Manager, Sofitel Inle Lake Resorts
naynwe7@gmail.com