

BO BO AUNG (Bo Bo)

Front Desk | Receptionist | GSA | Developer

Phuket, Thailand
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SUMMARY

Customer-focused hospitality professional with experience in Front Desk Operations, Guest Services, and Food & Beverage Service, complemented by Full-Stack Web Development skills. Proficient in eZee Absolute PMS, Cloudbeds PMS, React.js, Next.js, Node.js, Nest.js, PostgreSQL, MongoDB, Microsoft Office Suite, and Google Workspace. Strong in customer service, reservation management, problem-solving, and delivering exceptional guest experiences in fast-paced environments.

CORE SKILLS

Hospitality Operations & Guest Services • Front Desk Operations • Guest Relations • Reservation Management • eZee Absolute PMS • Cloudbeds PMS • OTA Platforms • Billing & Cash Handling • Administrative Support • Food & Beverage Service • Customer Service • Complaint Resolution • Microsoft Office Suite • Google Workspace

TECHNICAL SKILLS

Full-Stack Development • JavaScript • TypeScript • React.js • Expo • Next.js • Node.js • NestJS • PostgreSQL • MongoDB • REST APIs • Git & GitHub • Microsoft Office Suite • Google Workspace

LANGUAGES

- Burmese - Native
- English - Advanced
- Japanese - Basic
- Thai - Basic

EDUCATION

Dawei Technological University **2016 – 2018**

Bachelor of Engineering (Civil) — Completed First Year

University of Computer Studies, Yangon(UCSY) **2018 – 2020**

Bachelor of Computer Science (BCompSc), Computer science — Incompleted

PROFESSIONAL EXPERIENCES

Backend Developer — FEB 2020 – MARCH 2022

Webmaster Co., Ltd — Yangon, Myanmar

- Designed and developed scalable backend systems and RESTful APIs
- Built and maintained server-side applications using [your tech stack]
- Managed and optimized databases (e.g., MySQL / PostgreSQL / MongoDB)
- Improved application performance and reduced response times
- Implemented authentication, authorization, and security best practices

Frontdesk Receptionist — JAN 2025 – JAN 2026

APK Resort & Spa —Patong, Phuket, Thailand

- Managed front office operations for a 200+ room hotel, ensuring smooth daily workflow
- Handled reservations, check-ins, and billing using eZee and Cloudbeds systems
- Performed night audits and prepared daily financial and operational reports
- Coordinated with housekeeping to maintain accurate room status and readiness
- Delivered high-quality customer service by handling guest inquiries and resolving issues

Founder & Lead Developer — MAY 2025

kkhay.com — The Non-Custodial Crypto Payment Gateway

- Founded and developed K Khay, a Web3 platform focused on cryptocurrency payments.
- Built web applications and user interfaces using Next.js and TypeScript.
- Developed smart contract integrations for blockchain-based payments.
- Implemented multi-chain payment support with a focus on security and transparency.
- Managed deployment, infrastructure, and domain security using Vercel and Cloudflare.

Lead Developer (Remote) — JULY 2026

thaisoulmate.org — 1-2-1 Matchmaking Service

- Developed a privacy-focused matchmaking platform.
- Built full-stack features with Next.js, React, TypeScript, and PostgreSQL.
- Implemented secure authentication and user data protection.
- Integrated Stripe, email services, and cloud infrastructure.
- Designed a user-focused ecosystem for personal matchmaking services.

Frontdesk Receptionist — OCT 2026

Central Patong Beach Resort —Patong, Phuket, Thailand

- Managed daily front desk operations for a 47-room hotel.
- Handled reservations, check-ins, check-outs, and billing using eZee and Cloudbeds.
- Prepared daily reports and maintained records using Google Sheets.
- Coordinated with housekeeping to ensure room readiness and accurate room status.
- Trained new team members on front desk procedures and guest services.