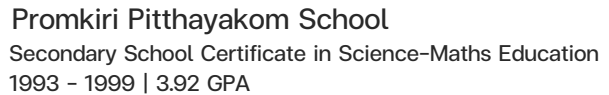
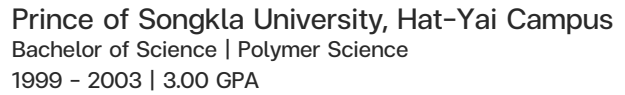




Education



Vice-President Property Management

The Esquire Co., Ltd. | September 2024 - December 2024

- Develop and implement property management strategies to maximize asset value and operational efficiency.
- Oversee day-to-day property management operations, including maintenance, leasing, and tenant relations.
- Drive revenue growth through efficient leasing and tenant retention strategies.
- Integrate technology solutions to enhance property management processes and customer experience.

Director of Business Development

Phuket.Rent Co., Ltd. | September 2023 – September 2024

- Directed strategic business planning and pre-opening operations for one-stop holiday rentals and property management services.
- Designed and implemented property management systems, policies, SOPs, and training programs.
- Launched brand identity and executed marketing strategies, targeting property owners and renters in Phuket.
- Recruited and developed a high-performing team to ensure operational success.

Hospitality Manager

Laguna Banyan Tree Limited. | May - September 2023

- Oversaw daily operations, staff training, and customer satisfaction across hospitality, rental, resale, and event services.
- Ensured operational excellence and adherence to company standards, enhancing guest experience ratings by 20%.

General Manager

Royal Lee Terminal Condotel | January - April 2023

- Oversaw operations for a luxury condotel with 513 rooms, leading cross-functional teams across all departments.
- Supervised construction projects, ensuring timely completion and quality control.

Director of Customer & Aftersales Services

Botanica Luxury Villas | January - December 2022

- Managed customer relations, defects warranty, estate management, property management, and rental operations.
- Establishing KPI-driven departmental plans.
- Enhanced customer satisfaction through efficient handling of construction updates and aftersales services.

Dynamic and results-driven professional with over 20 years of experience in property management, holiday rentals, and hospitality operations, including 10+ years at senior management levels. Expertise in driving operational excellence, developing strategic plans, and managing high-value property portfolios. Proven success in leading cross-functional teams, optimizing business processes, and achieving significant revenue growth. Adept at pre-opening setups, customer satisfaction, and team development.

Key Skills

- Strategic Business Planning & Execution
- Hospitality & Property Management Setup
- Team Leadership & Development
- Operations Optimization & SOP Implementation
- Customer Relations & Retention Strategies
- Marketing Strategy & Revenue Management

Language Skills








Ummaraphas Dararat

SENIOR DIRECTOR OF OPERATIONS

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Phuket Thailand 83120
 www.linkedin.com/in/dararatu

Portfolio



Professional Experience

Director of Operations

Phuket Marbella Villa Rental Management Co., Ltd. |
October 2013 – August 2021

- Managed a portfolio of over 100 properties for both villas and estate management across Phuket, Phang-Nga, and Krabi, leading a team of 80+ staff.
- Streamlined operations, resulting in a 20% reduction in operational costs while improving service quality.
- Established rental management processes, achieving high occupancy rates and guest satisfaction.

Property Manager & CJP Manager

Indochine Resort & Villas | March 2012 – September 2013

- Oversees property operations, maintenance, and staff to ensure smooth functionality and customer satisfaction. Manages budgets, vendors, and ensures compliance with regulations.
- Manages shared spaces and services for residential complexes, liaises with committees, oversees maintenance, and handles budgets, meetings, and resident relations.

Office Manager & PA to MD (Law Firm)

Andaman Capital Advisors Co., Ltd. | July – December 2011

- Oversaw daily operations, staff training, and customer satisfaction across hospitality, rental, resale, and event services.
- Ensured operational excellence and adherence to company standards, enhancing guest experience ratings by 20%.

Estate Manager & CJP Manager

Jones Lang Lasalle | CBRE | Kalim Bay Residence
December 2008 – June 2011

Senior Sales Executive

Andara Luxury Villas | August 2007 – November 2008

Sales Coordinator

Banyan Tree Gallery | Laguna Beach Resort |
May 2005 – August 2007

Key Skills

- Strategic Business Planning & Execution
- Hospitality & Property Management Setup
- Team Leadership & Development
- Operations Optimization & SOP Implementation
- Customer Relations & Retention Strategies
- Marketing Strategy & Revenue Management

REFERENCES Available upon request.

Ummaraphas Dararat

SENIOR DIRECTOR OF OPERATIONS



Workplace Lifestyles

