



SHAN SWEA

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SUMMARY

Experienced and adaptable professional with over 10 years in operations, customer service, and team leadership across the hospitality and tourism sectors.

Currently managing full-time sales and administrative operations in a fast-paced office environment.

Known for streamlining workflows, improving client experiences, and supporting cross-functional teams using modern tools and digital platforms. Brings a calm, solutions-oriented approach to problem-solving and excels in dynamic, people-focused roles.

WORK EXPERIENCE

Sales, Operations Executive & Tour Manager - Ace Tours & Travel Sdn Bhd Jan 2022 - Oct 2025

- Plan and manage local/international tours while handling office sales and logistics.
- Coordinate bookings, itineraries, payments and client communication.
- Lead tours and resolve real-time issues on the ground.
- Assist with vendor negotiations and internal workflow updates.
- Balance admin work and field responsibilities smoothly.

Tour Guide & Tour Manager (Part-Time / Freelance) - Ace Tours & Travel Sdn Bhd Jan 2018 - Jan 2022

- Handled group tours & special itineraries part time.
- Provided guest experience & logistical support
- Building lasting relationships with clients and vendors

General Manager - Chulia Mansion Hotel Jan 2015 - Jan 2022

- Led operations for 53 room hotel including HR, budgeting and service
- Increased direct booking by 5% with new website and marketing
- Cut costs by 30% through supplier review and budget restructure.
- Maintained top ratings across major review platforms

Front Office Manager - Apollo Inn Hotel Jan 2014 - Jan 2015

- Supervised front desk and trained staff on guest handling.
- Managed reservations, reports and daily operations.
- Resolved guest complaints and ensured smooth check-ins/outs.

Front Office Executive - Apollo Inn Hotel Jan 2013 - Jan 2014

- Managed guest check-ins/outs, reservations, and front desk operations smoothly
- Handled guest inquiries, complaints, and coordinated with housekeeping teams
- Maintained daily reports and ensured high-quality service at all times

EDUCATION

Sijil Pelajaran Malaysia (SPM) - Sekolah Sri Pinang 2010 - 2015

ACHIEVEMENTS

- TripAdvisor Traveller's Choice Award (2018)
- Hotels.com "Loved by Guests" 9.3 Rating (2019)
- Booking.com Guest Review Awards (2019)
- Agoda Customer Review Awards 8.8

ADDITIONAL INFORMATION

- **Technical Skills:** Adobe Photoshop, Adobe Illustrator, Adobe Premier Pro, DaVinci Resolve, MS Office.
- **Languages:** English, Malay, Mandarin, Hokkien.
- **Interests:** Photography, Videography, Cooking, PC Building.