

LEOW WEI HAO

Kuala Lumpur, Malaysia
52200
rainyss12345@gmail.com

EXPERIENCE

Junior Operations Officer | Golden Destinations SDN BHD

03/24 – 08/24

Responsibilities

- Handling tour files managing air tickets, itinerary's and ground agent's confirmations
- Coordinate bookings for flights, hotels, transport, and activities
- Liaise with suppliers (hotels, transport providers, guides, etc.) to confirm arrangements

Operationa Executive | Esplanad Holidays SDN BHD

02/2025 – 07/2025

Responsibilities

- Ensure tours and travel arrangements run according to schedule
- Prepare and manage travel documents (vouchers, itineraries, tickets, visas)
- Ensure all operations comply with travel regulations, safety standards, and company policies
- Keep records of client feedback and travel experiences
- Analyse tour performance and suggest improvements - Evaluate vendor performance and update contracts when necessary

Operations Assistant | Travel 21 PTE LTD

08/2025 – 12/2025

Responsibilities

- Managed data entry and maintained accurate customer and booking information in agency systems.
- Prepared and organized travel documents, including itineraries, invoices, and receipts.
- Assisting in scheduling appointments for travel consultations and meetings with suppliers.
- Assisting in creating personalized travel itineraries for clients based on their preferences and requirements.
- Coordinate with airlines, hotels, tour operators, and other travel suppliers to confirm bookings and services.

EDUCATION

SPM | SMK Bandar Sri Damansara 1

2018 – 2023

SKILLS

- Customer Service & Client Relations
- Adaptability & Flexibility
- Customer-Focused Mindset
- Time Management & Multitasking
- Ability to Work Under Pressure
- Professionalism
- Professional Communication (Verbal & Written)
- Team Collaboration
- Complaint Handling & Issue Resolution
- Willingness to Learn
- Strong Work Ethic