



PHANG MAN HONG

Sales & Customer Relations

CONTACT

011-1036 7771

manhong.phang0413@gmail.com

Puchong, Selangor

LANGUAGES

- > Mandarin
- > Cantonese
- > English
- > Malay

EDUCATION

Sijil Pelajaran Malaysia (SPM)

2006 – 2010 | Bentong, Pahang

Ajioce Sports Coaching

Training Courses

CORE SKILLS

- > Team Leadership & Management
- > B2B & B2C Sales Strategy
- > Client Relationship Management
- > Customer Service Excellence
- > Staff Training & Development
- > Performance Reporting & KPIs
- > Cross-Cultural Communication
- > Critical Thinking & Problem Solving
- > Adaptability Under Pressure

PERSONAL TRAITS

- > Management Skills
- > Problem Solving
- > Time Management
- > Leadership
- > Enthusiasm & Patience

PHANG MAN HONG

Sales & Customer Relations Professional | 8+ Years Experience

011-1036 7771 | manhong.phang0413@gmail.com | Puchong, Selangor

CAREER OBJECTIVE

Results-driven sales and customer service professional with 8+ years of diverse experience spanning B2B/B2C sales, team leadership, hospitality, and international work exposure. Proven track record of building strong client relationships, consistently hitting targets, and leading teams to exceed expectations. Fluent in four languages with strong cross-cultural communication skills. Seeking a dynamic role to apply commercial expertise and drive business growth.

WORK EXPERIENCE

2024 – 2026

MM2H Company | Sales Executive

- Promoted the MM2H visa programme to local and international clients across multiple markets.
- Delivered tailored consultations on visa eligibility, application procedures, and documentation.
- Managed full sales cycle from lead generation to post-approval follow-up; maintained long-term client relationships.

2022 – 2023

Chester Information Technology Sdn Bhd | Customer Service Team Leader

- Supervised day-to-day operations of a customer service team; set KPIs, work plans, and performance benchmarks.
- Trained new staff, handled complex issues, tracked metrics to ensure customer satisfaction and team efficiency.

2021 – 2022

Lein Hing Enterprise (Perak) Sdn Bhd | Sales Representative

- Developed and managed a client portfolio in the FMCG sector, consistently meeting or exceeding sales targets.
- Conducted product presentations and demos; prepared sales reports and forecasts for strategic planning.

2018 – 2020

Genting Malaysia Bhd | Casino Guest Service Assistant

- Delivered premium guest experiences from arrival to check-out, handling room assignments and payment processing.

2016 – 2018

Overseas (Japan / Korea / Australia) | General Worker

- Worked across multiple countries handling materials sorting, hazardous substance removal, and site logistics.

2014 – 2016

MXLL Car | Automotive Technician

- Diagnosed mechanical issues and carried out repair and replacement of vehicle parts in a workshop setting.