



KHIN HNIN SI @ ROSE

Profile

I'm a travel professional with over 11 years of experience in tour operations, FIT customer service, and leisure travel sales. I've worked with well-known travel agencies in Singapore like Timesworld, Hong Thai, and Sea Wheel, where I handled customer enquiries, planned itineraries, coordinated bookings, and worked closely with global partners.

Alongside that, I've also worked in freelance travel marketing, covering SEO, content creation, social media, email, and performance marketing to help travel brands grow their visibility and bookings. I also spent 6 months in Los Angeles, which really helped me build stronger communication skills and cultural awareness.

I'm fluent in Burmese and comfortable in English, and I enjoy creating smooth, memorable travel experiences for customers. I'm detail-oriented, adaptable, and comfortable managing multiple tasks in fast-paced environments. I also hold a Digital Marketing certification from Simplilearn and run my own travel blog, www.gosoloxtravel.com. I'm currently open to remote opportunities.

Professional Experience

July 2025 Timesworld Travel & Educational Tour Pte.Ltd – Tour

- Executive(Remote)

Present

- Handle customer enquiries and prepare tailored quotations for Singapore destinations
- Drive sales for pre- and post-tour packages, ensuring a seamless travel experience
- Manage last-minute changes and respond promptly to urgent client requests
- Coordinate with local Myanmar clients, including payment collection and follow-ups
- Organize and manage both FIT (Free Independent Travelers) and group bookings
- Serve leisure travel markets across the Philippines and Myanmar

Jan 2025 Part-Time Service Associate, Los Angeles, USA

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- Delivered customer service in a fast-paced environment
- Developed strong communication and problem-solving skills with international clients
- Adapted quickly to a multicultural work setting

November 2022 Sea Wheel Travel Pte.Ltd – Department Head of Tour Operations , Philippines Market

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November 2024

- Handled ~30 daily enquiries via calls, emails, and faxes
- Designed customized itineraries and prepared quotations for FIT & GIT bookings
- Managed end-to-end tour operations and resolved customer issues efficiently
- Coordinated bookings with hotels, transport, attractions, restaurants, and guides
- Utilized booking systems and B2B platforms for ticketing and reservations
- Led the Philippines inbound team and tour guides, ensuring high service standards

Contact

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Address

Hlaing Township, Yangon, Myanmar

Personal Information

Date of birth 17. 09. 1990

Nationality Myanmar

Availability 1 month

Education

Master of Business Administration SBS Swiss Business School (Myanmar)

August 2021 - October 2022

Certificate, Digital Marketing Simplilearn

Digital Marketing Specialist

September 2021 - December 2021

International Diploma of Business Administration Informatics Academy

DBA, Yangon

May 2019 - May 2021

Diploma, Tourism And Travel Management

IATA Diploma in Foundation of Travel And
Tourism , Yangon

October 2015 - March 2016

Bachelor of Science, Computer Science And Programming

University of Computer Studies , Yangon

February 2017 - February 2010

Language

- Myanmar
- English

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Skills

- Microsoft Office (Word, Excel and Powerpoint)
- Itinerary Planning
- Prepare Quotation
- Travel recommendations
- Customer Service
- Teamwork and Collaboration
- Social Media Marketing
- Knowledge in Amadeus Airline System

My Project

- Travel SEO Service - Travel Contents writing for GosoloX Travel
- Travel Social Media Marketing for Happy Steps Travel
- Travel Email Marketing and B2B Outreach and remote support for Timesworld Travel
- Travel Performance Marketing for Happy Steps Travel & BookShop

Reference

- Mr. Jeremy Ng , Managing Director of Seawheel Travel , +65 8686 9899
- Mr. Wilson Chua , Managing Director of Times world Travel , +659009 9171
- Ms. Lim Bee Lan , HR Manager of Hong Thai Travel , +6563495209

Other information

- Willing and able to travel internationally for business needs
- Proficient in remote work tools, with reliable access to a WiFi-enabled laptop and mobile device
- Strong ability to communicate effectively and maintain productivity in remote work environments

- June 2021 - February 2022** **Hong Thai Travel Service Pte.Ltd - Inbound Tour Executive**
 - Collaborated with a 5-member Indian inbound team to manage operations, sales, and resolve customer issues (FIT & group bookings)
 - Developed new travel packages and promotions for overseas agents
 - Prepared quotations, pricing, and tour plans for international partners
 - Handled ~30 daily email enquiries from overseas agents
 - Delivered end-to-end customer service from inquiry to post-tour follow-up
- March 2017 - February 2021** **Timesworld Travel & Educational Tour Pte.Ltd - Tour Executive**
 - Recognized for increasing sales and expanding agent network for series bookings
 - Represented the company at 3-4 international travel marts to boost brand awareness and sales
 - Handled ~30 daily enquiries via calls, emails, and faxes
 - Prepared inbound quotations, pricing, and tour plans for FIT & series bookings
 - Coordinated bookings with operators, hotels, transport, attractions, and guides
 - Used booking systems for flight and attraction ticketing
 - Developed new packages and promotions for overseas agents via email and social media
- November 2013 - December 2016** **Apex International Travels & Tours - Tour Operations Manager, Yangon**
 - **Tour Executive (Nov 2013 - Mar 2015):** Managed operations and developed tour packages; participated in PPIC
 - **Tour Operation Manager (2015 - Dec 2016):** Promoted internally; oversaw operations and supported sales & B2B growth
- April 2012 - Sep 2012** **Nice Myanmar Travel - Tour Operation Japan Market**
 - Daily tour operation