



# Wendy Gan

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📍 Subang Jaya, Selangor

## ABOUT ME

Extensive working experiences in a few multinational corporations handling several different fields of tasks. Possess excellent communication skills and am a leader with the ability to build good relationships with customers and business partners. Adept in analytical thinking and strategic planning with a proven track record of improving the company's financial growth. I bring forth high-quality organizational and management skills. A self-motivated drive to achieve excellence and constantly striving to honor the mission of a company.

## LANGUAGE

English	● ● ● ● ●
Malay	● ● ● ● ●
Mandarin	● ● ● ● ●
Cantonese	● ● ● ● ●
Hokkien	● ● ● ● ●

## EXPERIENCE

### BUSINESS DEVELOPMENT MANAGER

Suria International School

April 2024 - Current

- Creation of a new school logo and website, Development of a comprehensive fee structure, Establishment of the registrar and international offices, Designing new uniforms, Management of human resources, Implementation of the Education Management System.
- Coordination of infrastructure development to create a conducive learning environment.
- Management of admission procedures and marketing, Oversight of social media content creation and management to enhance brand visibility and engagement.
- Developed standardised operations systems, designed various forms and documents across all divisions to enhance operational efficiency, facilitate smooth workflow and consistency in performance.
- Engagement of student recruitment agents, Organization of open days and other promotional events to expand the school's reach and attract a diverse student population.
- Conducted training sessions for staff members across operational departments to equip them with the necessary skills and knowledge for their roles.

### SALES & MARKETING MANAGER

Alnoor International School

Sep 2020 - April 2024

- Work collaboratively with the management team to identify, resolve and manage operational issues and challenges to achieve business objectives.
- Support the top management team in ensuring the smooth running of the business operational activities i.e. Designed forms & SOP, school projects & strategic marketing planning.
- Orchestrating the overall activities of the department operations in terms of cost, quality planning, and resources utilisation.
- Respond and resolve customer service issues in a timely manner. Create solutions to foster a productive environment.

## EDUCATION

**UNITAR INTERNATIONAL UNIVERSITY**  
Masters of Education - Leadership & Management

**UNIVERSITY OF GLOUCESTERSHIRE (UK)**  
Masters of Business Administration

**WAWASAN OPEN UNIVERSITY**  
Bachelor of Business Management

## EXPERTISE

Communication Skills		92%
Team Management		90%
Strategic Planning		93%
Business Process Improvement		92%
Sales Analysis		100%
Microsoft Excel		100%
Microsoft Word		92%
Microsoft Power Point		95%

## REFERENCES

**Dr Theng**  
Eternal Owner  
DV Marketing  
016-6557444

**Ms Athirah** (Registrar)  
Alnoor International School  
014-692 2079

**Md Abdullah** (Social Media content creator)  
Alnoor International School  
011-2666 2219

## TRAINING

Time Management

Child Psychology

Stemcell

English Business Writing

## SALES & MARKETING STRATEGY MANAGER

Pine Hills International School  
Dec 2018 - Feb 2020

- Orchestrating the overall activities of marketing activities, student enrolment process, open days, and customer service.
- Developed the whole transportation system and school ECA in terms of forms, agreement, schedule, ECA providers, and resources utilisation.
- Developed the Registrar department, i.e. student information file, documentation system.

## CUSTOMER CARE MANAGER

Kingsley International School  
Sep 2015 - Oct 2016

- Respond and resolved to customers and students issues in a timely manner. Create solutions to foster a productive environment.
- Coordinated and assisted in international school fairs, school events and open days.
- Managed VIP visitors, media & reporters and overall impression of school.

## CUSTOMER SERVICE MANAGER (ETERNEL PARTNER)

Beverly Wilshire Medical Centre  
Aug 2014 - Aug 2015

- In-charged of online and sales force inquiries. Provide information and assigned respective doctors to international & local customers.
- Helping doctors or healthcare facilities with a range of regulatory issues, such as complying with insurance and safety plans, keeping patient information confidential, and aftercare services.
- Coordinated and assisted in roadshow events and promotions activities.
- Provided aftercare advice, helped clients identify and resolved potential problems in a timely manner.

## CUSTOMER SERVICE MANAGER

DV Marketing (M) SDN BHD (Eternal)  
Apr 2008 - July 2014

- Oversea Malaysia clinic centre sales in terms of implementation, administration, and support of the overall operational activities.
- Contributed ideas and execution for in-house promotions. Coordinated with overseas branches for appointments and resolved customer service issues in a timely manner.
- Travelled and assisted Doctors in overseas sales such as Singapore, Jakarta, Bangkok, Shanghai & Hangzhou.
- Coordinated roadshows and events for Malaysia and Jakarta. Prepared and managed presentations to the media, reporters, and VIPs for private events in Jakarta.
- Provided consultation, aftercare advice to customers and handled VVIP.
- Provided training to Jakarta's new doctors and consultants for products knowledge and sales techniques.