



KAH YING VERA, KOH

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DOB 27 July 1994

Singapore Citizen

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Notice Period - 2 weeks

PROFESSIONAL SUMMARY

Results-driven professional with over 10 years of experience in the airline and travel industry, specializing in customer service, account management, and business development. Proven track record in managing key client relationships, delivering exceptional service, and driving revenue growth. Background includes extensive airline operations experience and a strong transition into the IT sector as a Business Development Manager, where I supported digital solutions for travel and transportation clients. Adept at identifying market opportunities, developing strategic partnerships, and aligning solutions with client needs. Strong interpersonal and communication skills, with a passion for building long-term client success in the dynamic travel market.

SKILLS

- Analytical Thinking
- Sales
- Account management
- People-relation skill
- First-aid
- Complex Problem-Solving
- Microsoft Suite
- SAP
- ERP
- CRM
- Lark
- 10 years of Airline background
- 12 years of customer service

REASON FOR LEAVING PREVIOUS EMPLOYMENT

Seeking career development and transition into a role that aligns with my long-term goals.

LANGUAGE

Spoken & Written
English - Native
Chinese - Native

EDUCATION

DIPLOMA IN INTEGRATED EVENTS MANAGEMENT
REPUBLIC POLYTECHNIC

2012-2014

WORK HISTORY

BUSINESS DEVELOPMENT MANAGER

11/2024 to Current

ABYSS AI PTE LTD - IT B2B Sales

- Represent the company at cloud industry events, conferences, and webinars.
- Sales pitch, client quotation and logistic process (BMS/Cloud leasing)
- Engage enterprise clients to understand their cloud infrastructure needs and position the company's offerings.
- Develop proposals, pitch solutions, and lead contract negotiations.
- Build and maintain strong relationship with OEMs partners
- Identify key accounts and high-growth verticals to focus business development efforts.
- Monitor pipeline health, forecast revenue, and report KPIs to management.
- Manage travel itineraries, booking of flights, hotel and transportation
- Report to C-suites/Directors
- Handle data centres - leasing, maintenance, partnerships

TALENT ACQUISITION

08/2023 to 06/2024

SINGAPORE AIRLINES

- Coordinate interviews, handling need-to-end recruitment activities
- Collaborating with hiring managers on their expectations, strategies and guide on the recruitment process
- Facilitate onboarding of new cabin crew
- Process work passes for foreigners
- Assist crew with HR matters
- Processing payments and submit claims
- Monthly financial forecast
- Marketing of recruitment
- Contracts - Letter of Employment
- Scheduling of medical
- Clearance - Security

CABIN CREW

08/2016 to 07/2023

SINGAPORE AIRLINES

- Provided excellent customer service and ensured passenger safety during flights.
- Manage team members, to guide and lead
- Trained new cabin crew members and supervised their performance.
- Managed in-flight operations and resolved any issues that arose.
- Epicurean product knowledge
- Followed company regulations and rules to promote safe environment for travellers
- Resolved passenger conflicts and medical emergencies during flights
- Team Player, able to adapt to new team in short period of time
- Ability to work under pressure
- Confident to work individually or in team

SENIOR YOUTH ASSOCIATE*03/2014 to 05/2016***THE AMERICAN CLUB**

- Manage billing, monthly forecast
- Client management
- Planning and execution of events
- Assisted in conducting needs assessments to identify key areas of service needs.
- Developed and maintained relationships with community organizations and agencies.
- Manage team members - pre, execution and post events
- Facilitated outreach activities to build community awareness.
- Facilitated communication between clients and other service providers.
- Managed event logistics and operations.
- Performed event coordination for larger parties and gatherings.
- Managed administrative logistics of events planning, event booking, and event promotions