

# Anna Lim Ti Min

A hardworking and motivated Event & Hospitality Graduate with a strong passion in experiencing diverse environments/ cultures and strives for continuous growth. Coming from a diverse educational background and a firm understanding of the hospitality service industry, aiming to develop professionally.

## EDUCATION & QUALIFICATIONS

### Sheffield Hallam University, Sheffield, U.K.— BSc (Honours) Events Management

2023 - 2024

#### Second Class Honours (1st Division), 2:1

Modules Include: Learning through Mega and Major Events, Research Project, Strategic Event Design, Strategic Management for Events, The Live Event Experience.

### Swiss Hotel Management School (SHMS), Switzerland— Higher Diploma Hospitality and Events Management

2022

#### Honours

Modules include: Accounting III, Data Driven Decision Making, Elementary French, Event Experience Creation and Management, Marketing and Branding, MICE Markets, Project Management, Research and Reporting.

### First City University College, Malaysia— Diploma Hospitality and Tourism Management

2020 - 2021

CGPA: 3.59 /4.00

Dean's List: January 2020, October 2020, January 2021.

## EMPLOYMENT & WORK EXPERIENCE

### JW Marriott Kuala Lumpur & The Ritz-Carlton Kuala Lumpur, Malaysia— Sales Intern

FEB 2023 - JULY 2023

Sales & Marketing Department: Business Development, Embassy Segment.

Utilized the Oracle Cloud Sales and Event Management OSEM to create and maintain guests' bookings preferences and analyse hotel's sales production reports.

Established and nurtured strong relationships with embassy representatives by attending in-house business events to develop key relationships with internal stakeholders.

Handled various enquiries for venue and catering such as Business Meetings for 10-30 guests to Formal Embassies' events such as National Day and Armed Forces Day Celebrations that ranged from 100-400 guests.

### Ormond Group - The Chow Kit - An Ormond Hotel & MoMo's Hotel Kuala Lumpur, Malaysia— Hotel Operations Intern

SEP 2021 - DEC 2021

Enhanced operational efficiency and workflows between Front Office operations and F&B departments.

Maintained daily records of 30 – 50 room bookings and cancellations

Efficiently managed check-in/check-out processes, reducing guest wait times and improving satisfaction.

Ensure the accuracy of guest information by meticulously entering data and updating records.

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(willing to relocate)  
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## SKILLS

Attention to Details

Budgeting & Forecasting

Business Risk Analysis

Canva

Customer Relation Management

Event Coordination

Google Suite

Microsoft Office (Word, Excel, PowerPoint)

Microsoft Teams

Opera Cloud System - Hotel & Sales and Event Management

Phone Etiquette

Trello

Zoom

## CERTIFICATION

June 2014, Certified Microsoft Office Specialist: Office PowerPoint 2010

## LANGUAGES

English (Native)

French (Beginner)

Malay (Limited Working Proficiency)

## LIVE EVENT PROJECTS

**Luminous Extravaganza, 2024** — *A fundraising event for 3 local Sheffield Charities: Cavendish Cancer Care, The Children's Hospital Charity, Weston Park Cancer Charity.*

Event & Finance Coordinator responsibilities:

Orchestrated the planning and executing of a fundraiser event from a zero budget that raised more than 13% of the forecasted aim for 3 local charities.

Developed detailed timelines to ensure team adherence to deadlines and foster collaborative and efficient communication for problem-solving, to ensure seamless event execution.

Negotiated sponsorships and secured donations through outreach and relationship-building.

Managed budget finances, and compiled the Event Detailed Plan and utilized Microsoft Office tools: Excel, PowerPoint, Word.

**World Of Hospitality Event, 2022** — *30th Anniversary Celebration of Swiss Education Group's Swiss Hotel Management School*

As Human Resource Manager responsibilities:

Coordinated and aligned the event timeline with our Event Director and various teams to meet all milestones.

Conducted activities to foster a positive team-building environment and collaboration.

Developed and implemented volunteer contracts, ensuring efficient recruitment for event day.

Organized team presentations for engagement with clients and stakeholders, maintain high standards.

Coordinated efforts across 10 departments for a successful 30th Anniversary Celebration with 220 guests, achieving a 90% attendee return intent.