

**Tuya Johnson**

Mongolian



Beverley, East Riding • 07377881422

[munkhtuya.mongolia@yahoo.com](mailto:munkhtuya.mongolia@yahoo.com)

## CAREER PROFILE

A highly organized and motivated individual who has experience in various industries. With a proven ability in sales and operational processes, Tuya is a highly strategic, problem-solving self-starter who possesses a masters degree in management along with a can-do attitude. Offers strong attention to detail, excellent communication and customer-oriented skills.

## PROFESSIONAL EXPERIENCE

### **Travel associate at Designer Travel**

April/ 2023-current

I recently started a franchise travel business with my partner at Designer Travel- homeworking luxury travel agent. We visit offline events such as summer fairs, wedding fairs and networking events to promote ourselves and to generate leads. Some of my duties include:

- Designing marketing materials such as leaflets, vouchers, and online posters.
- Turn leads to sales through communicating with customers via email and phone.
- Work on tailoring holiday itineraries based on customers enquiry.
- Maintaining social media accounts.
- Customer service before and after trips.

### **Freelance travel consultant, Shanghai China**

March/ 2020-June/2021

I worked with a number of Chinese tour operators and agents, selling their tours to Shanghai and Beijing expats domestically.

- Promoting tours through Chinese social media “Wechat” and generating leads.
- Planned and coordinated travel arrangements ensuring that the clients' requirements were always fully met.
- Provided great customer service recommending travel destination specifics to potential travelers.
- Preparing travel itinerary and quotation and converting leads to sales.
- Post-sale - transferring tour group and it's requirements to the tour operator's responsibility.
- Post-tour - sending surveys to tourists and making sure everyone experienced a satisfactory service.

### **Nomadica- Impact Discovery Co.,Ltd**

July/2017- Oct/ 2019

I founded Nomadica- a small tour agency that sells Mongolian culture tours to expats living in China. I wore many hats such as sales, marketing and operation to run the business.

**Foreign sales at "Shanghai Tonzie Auto Parts" Co.,Ltd** Jan/2016- Apr/2017

The company exports passenger car parts and I was responsible for the German and Russian market development. I established long term relationships with different companies in the automotive industry and developed new accounts.

**Foreign sales at Xella Group** Shanghai, China Jan/ 2012 - Jan/2014

Xella Group is a reputable German company with many branches and one of the world's largest manufacturers of construction materials. I was responsible for product and business development in Korea and the Philippines as well as maintaining the existing customer base.

**Operation at "Landbridge" Freight Forwarders** Ulaanbaatar, Mongolia 2009-2011

The company offers international and domestic logistics services. My main task was planning and coordination of the scheduled shipments from suppliers in Europe and Asia to Mongolia in order to ensure smooth operation of the project and improve operational quality.

---

EDUCATION

---

- Moscow Power Engineering Institute: Bachelor Degree in Economics  
Specialised in Economics and Management of electric power engineering enterprises.
- Moscow Power Engineering Institute: Master Degree in Management  
Specialised in Innovation Management.

---

COURSES

---

- Mongolian tourism and tour manager course in Ulaanbaatar, Mongolia
- Mentee of global mentoring program in Global Woman Connect NPO, Shanghai
- Fellow student in Startup Leadership Program in Shanghai
- Mandarin Chinese at Shanghai International Studies University