

PROFESSIONAL OBJECTIVES

A challenging career as a Manager with a progressive company that will effectively utilize acquired expertise and experience.

CAREER HIGHLIGHTS

- ❖ **Human Resources and Administrative Professional** with more than **20 years** as a **Corporate Office Manager**, and **Personal Assistant**. Dynamic individual with expertise in multi-cultural environment of the International Law Firm, Fortune 500, Professional. **Proficient** in staff training and supervision, office logistics, workflow streamlining, executive management support, event planning, travel arrangement, logistics, internship, **relocation, expatriate employment/work visa application**, appointment scheduling and confidential project supervision.
- ❖ **Experienced** in **Office fitting-out projects, renovations**, and **new business** set up including property management and premises searching.
- ❖ **Expertise** in lease and contract negotiation, inventory control, infrastructure reorganization, **marketing event/workshop planning**, record keeping and file management. Human resources related compensation and benefits package. **Quick** learner with an ability to rapidly achieve organizational integration, assimilate job requirements simultaneously. Resourceful in resolving emerging problems.
- ❖ **Strong** communication, interpersonal, intuitive, administrative, organizational, problem solving and leadership skills. **Multi-tasking** and proven ability to work efficiently in both independent and team environments. **Skilled** in the use of MS Windows, Excel, Power point and Words. **Close to Native English and fluent Mandarin**. Excellent in administrative and secretarial support to the top management. Experienced liaison to global subsidiaries requiring ability to ensure work continuity and accountability.

PROFESSIONAL EXPERIENCE**ADDLESHAW GOODARD LLP (UK Law Firm)****March 2014 – April 2017****OFFICE MANAGER (Head of Administration & Human Resources)****Firm size of 1,500+ with offices in UK, Middle-East, Singapore and Hong Kong**

- Oversee the smooth operation of HK office (with 50 fee-earners and support staff)
- Lead and manage the team of 8 of Support and Facilities Division
- Close daily collaboration with UK counterparts – Security Division, Human Resources (Recruitment, leave administration and employer and employee tax filings, Annual Returns), IT Service and Operations Team, Risk & Compliance (Office Insurance, Professional Indemnity - ESSAR, Group Medical, Employee Compensations and Travel Insurance, renewal of solicitors certificate, Law Society compliance and IRD related tax reporting), Central Procurement and Finance (account payable and receivables) to provide and maintain quality service to our staff in HK.
- Formulate, implement, review and enhance office administration policies and procedures and work closely with Health & Safety manager in the UK.
- Maintain health and safety in the workplaces including DSE, IAQ assessments.
- Liaise with landlord and building management in relation to office lease, air-condition supply, maintenance and facilities etc.
- In charge of Office security and administration, telephone system, and other office equipments.
- Recently **completed an office expansion/renovation** project and worked closely with UK Project team, IT Service team and contractor/nominated sub-contractors and landlord.
- Other duties include office / travel arrangements, annual budgeting and other ad hoc duties as assigned.
- Coordinate with UK-HR Shared Services department with new hire administration including email account set, IT equipment supply.
- Responsible for new hire induction, orientation process including health & safety, First Aids box and DSE assessment and Business Continuity Plan.
- First point of contact of IT equipments set up and related upgrades.
- Renewal of staff employment and IANG visas and responsible for expatriate staff tax clearance.
- CPD Administrator responsible for application and follow through the approval procedures of the accredited trainings with The Law Society of Hong Kong.
- **Event Planning and Management** including client cocktails, CPD in house training, Law Fair and firm's group functions – Xmas dinner and mid-year firm's event.

PROFESSIONAL EXPERIENCE (Cont'd)

TRANSCEND INTERNATIONAL HOLDINGS LTD

Executive Coaching & Consultancy Firm

GENERAL MANAGER – ADMINISTRATION

July 2013 – Feb 2014

- Ensure the effectiveness of full range of Human Resources roles including C&B and staff recruitment; office administrative duties, including but not limited to office management, facilities management, office maintenance, insurances including employee compensation, medical & dental, office content, and professional indemnity insurances.
- Oversee new office renovation projects including project scheduling, space planning, project monitoring including procurement of furniture and computer hardware.
- To review and negotiate office premises and leasing related matters.
- Manage and implement full procurement process and ensure the compliance of Company's requirements
- Develop, review and streamline company policies, guidelines and regulations
- Prepare and monitor the group's budget for general office administrative services.
- Organize complex international travel arrangements for senior executives
- Monitor and control of the company's invoicing, billing processes and aging reports
- Coordinate board and executive meetings including meeting agenda and minutes
- In charge of the planning and scheduling of the group's executive coaching sessions, conference and events with our marketing team.
- Handle ad-hoc projects as required

EDWARDS WILDMAN PALMER (International Law Firm)

May 2011 – July 2013

OFFICE MANAGER (Head of Administration & Human Resources)

Firm size of 650+staff worldwide with 14 offices in HK, London and the United States

- Oversee the smoothing running of HK office (with 25+ professional fee-earners and supporting staff) human resources and administration operations, including talent recruitment, administration of C&B policies, office and employee insurances, professional indemnity, MPF, recognition, performance evaluation, employee relations and communications.
- Update and maintenance of HR net (information system), sickness and attendance records, contract review and other related operating policies and procedures.
- Review and update all HR policies and procedures, employee handbook and Business Continuity Plan. In charge of the office security system, telephone system, and other office equipments.
- Provide induction and orientation to new hires including supporting staff, interns and trainee solicitors.
- First point of contact of IT matters/issues.
- **Facilities management** including **office relocation/fitting out projects to 7,000 sq office** at The Center
- Responsible for overall office operation **budget control**.
- Travel arrangement for executive staff and VIPs.
- **Leading** a team of 7 administrative/secretarial and IT staff
- Monitor in-house training (accredited training provider), CPD administration and filing in compliance with the requirements of The Law Society of Hong Kong.
- Administration of the Library – Procurement, subscriptions and updating related duties.
- Marketing and Event Management including client cocktail party, company functions, Partners' retreat including premium sourcing, e-invitation, sponsorship events and other marketing initiatives.

THE MRI CHINA GROUP (EXECUTIVE SEARCH AND CONSULTANCY GROUP)

2006 – May 2011

OFFICE MANAGER & PERSONAL ASSISTANT TO CEO (BRITISH)

- **Group size of 250+staff with 9 offices in HK, China, Singapore, Taiwan, Malaysia and Macau.**
- Manage overall office administration and human resources functions including the insurances, C&B for the entire group.
- Responsible for all round Human Resources functions - recruitment, compensation & benefits, staff orientation and training, **expatriate employment visa and expatriate relocations**.
- Formulate and implement company's policy and procedures for HK and other offices in China and Asian region.
- Periodic review of service provider contract and maintenance contract for cost effectiveness.
- Procurement of office equipments, furniture, IT related hardwares/software.

PROFESSIONAL EXPERIENCE (Cont'd)

- **Facilities management** including office **relocation**, renovations and fitting out projects in HK, Macau and China.
- Manage and maintain the office security system, telephone system, and other office equipments.
- Travel arrangement for executive staff and VIPs.
- **Head of HR & Admin Department** leading a team of 5 administrative staff including Regional IT Manager.
- Planning and organizing of company functions and regional conferences.

IMAGIC SYSTEMS LTD (DEVELOPER & PROVIDER OF MULTIMEDIA SOLUTION) 2005 - 2005 **PERSONAL ASSISTANT TO CHAIRMAN (CHINESE AND JUSTICE OF PEACE)**

- Provide executive level administrative support to the Chairman including correspondence, diary management, travel arrangements and personal investment portfolio.

CONCORD CAMERA HK LTD (NASDAQ LISTED – CAMERA MANUFACTURER) 2002 - 2004 **EXECUTIVE ASSISTANT TO MANAGING DIRECTOR (AMERICAN)**

- Personal Assistant to the Managing Director - Provided day-to-day secretarial and administrative support including screening/drafting of email, correspondence, and translation of documents. Diary management and travel arrangements.
- Responded to internal and external communications and render assistance in preparation of business proposal and presentations
- Provided full range of administrative and secretarial support to the Chairman & CEO.
- Human Resources functions including executive staff and internship recruitment, stock options, debentures, relocation, executive staff benefits entitlement.
- **Head of Office Administration Department** – leading a team of **6** staff including driver. Reviewed and negotiated business contracts/agreements with travel agent, hotels, service providers, landlord and property management.
- Maintained, formulated and implemented Administration policies and procedures.
- Responsible for all aspect office administration activities, space planning and facilities management.
- Organized major company events, such as seminar, Christmas party, annual dinner and social functions.
- Developed of the Administration database, corporate website and production of quarterly staff newsletter.

ACNIELSEN (CHINA) LIMITED (WORLD'S LEADING MARKET RESEARCH) 1999 - 2001 **ADMINISTRATION MANAGER**

- Responsible for all aspect office administration activities and facilities management.
- Undertook ad-hoc project assigned by the management, e.g. all-round cost-savings exercise of discretionary costs and introduction of energy management to the company.
- Space planning - renovation and relocation projects.
- Developed and implemented office policies, procedures and formulated security policies.
- Developed Intranet network, e-buy stationery system for the whole company.
- **Leading 2 Departments – Office Administration and Report Production Department. Leading a team of 14 administration staff.**

ACNIELSEN (CHINA) LIMITED (WORLD'S LEADING MARKET RESEARCH) 1999 - 2001

(Promoted to Administration Manager of Hong Kong Office in 2000) **EXECUTIVE SECRETARY TO PRESIDENT (AMERICAN) – ASIA PACIFIC**

- Prioritized the expatriate President's daily appointments, business commitments including management committee meetings, conferences meetings in **14** offices within the Asia Pacific region.
- Provided broad range of personal, administrative, secretarial support to the top management and ensured smooth running of the executive office in the absence of the President.
- Provided minutes-taking at the monthly Management Committee meetings, email-administration, and independent correspondence.
- Rendered assistance to the Corporate Communications and Business Development Departments including and not limited to public relations, press releases, press conference, product launch and insight staff newsletter production.

PROFESSIONAL EXPERIENCE (Cont'd)

LIGHTHOUSE TECHNOLOGIES LIMITED

1998 -1999

EXECUTIVE ASSISTANT TO SALES & MARKETING DIRECTOR (CHINESE)

- Provided spectrum range of marketing, administrative and secretarial support to marketing director. Major responsibilities included corresponding to customer enquiries, ad-hoc projects, procurement of all marketing related materials, and travelling arrangements and coordination with 4 overseas offices.
- Assisted in compiling marketing proposals, tender preparation, presentation materials (in English and Chinese) and responsible for marketing and public relation activities - events/conferences, trade shows, exhibitions.

GOLDMAN SACHS (TOP INVESTMENT BANKING – IBD DIVISION)

1998 - 1998

SENIOR SECRETARY AND NIGHT SECRETARY TO BANKERS (GERMAN, KOREAN AND AMERICAN) OF INVESTMENT BANKING & RESEARCH DIVISIONS (TEMPORARY)

- Provided spectrum range of administrative and secretarial support to bankers of both Investment Banking and Research Divisions. Major responsibilities included corresponding to enquiries, screening of telephone calls and coordinate with audio conferencing meetings.
- Handled travelling and transportation arrangements.
- Provided guests and visitors greeting, coordinate company visits for bankers and their supporting executives.
- Assisted in T&E reimbursements and trip reports for IBD bankers.

SEA-LAND LOGISTICS (CHINA) LTD (SEA-LAND GROUP/LOGISTICS)

1996 - 1998

EXECUTIVE ASSISTANT TO GENERAL MANAGER, REGIONAL OFFICE (AMERICAN)

- Provided spectrum range of office administration and secretarial support to expatriate MD and his team of 7 (multi-nationalities) both in Hong Kong and Shanghai offices.
- Major responsibilities included minutes taking, correspondence, email and internet administration, co-ordinating meetings, logistics and travelling arrangements
- Assisted the team in compiling marketing proposals, tender preparation, bilingual presentation materials and conduct market research/survey, marketing activities and ad-hoc project.
- Rendered assistance in translation of documents (Chinese/English vice versa).
- Procurement of office supplies, office equipment, systems and facilities maintenance in compliance of office safety requirements.
- Closely coordinate with the Group's PRC offices.
- Provided assistances with overseas colleagues on ad-hoc projects.

DELOITTE TOUCHE TOHMATSU (CPA)

1988 - 1995

SENIOR SECRETARY II TO EXPATRIATE PARTNERS (BRITISH AND CHINESE)

- Provided spectrum range of office administration and secretarial support to two Audit Partners. Major responsibilities included minutes taking, drafting correspondence and audio typing.
- Arrangement of tight meeting schedules and appointments, travelling arrangements.
- Rendered assistance in compiling of financial reports, training materials, proposals, proofreading etc.
- Compiled monthly WIP report for audit management group.
- Responsible for the roster of holiday villa and pleasure junk of the partner
- Book keeping of the syndicated members' accounts.

JOHNSON ELECTRIC HOLDINGS LIMITED (HK-LISTED MANUFACTURER)

1985- 1988

EXECUTIVE SECRETARY TO DIRECTOR (AMERICAN CHINESE)

- Major responsibilities included preparation of minutes of meeting, agenda, and circular, scheduling of meetings and appointments
- Provided overall administration and secretarial support to the top management and assistance to professional bodies (architects, engineers and project manager) in related to the plant development/construction projects both in Taipo Industrial Estate and the PRC during the planning stage and upon the completion of the projects.

EDUCATION and QUALIFICATIONS

NAPIER UNIVERSITY (Edinburgh, United Kingdom) December 2002

MSc in ADMINISTRATIVE & INFORMATION MANAGEMENT

Institute of Administrative Management, United Kingdom February 1999

Advanced Diploma in Administrative Management

Hong Kong Polytechnic/HKMA 1994

Diploma in Management Studies (DMS)

Sara Beattie College - **Secretarial Studies 1984**

Educated in the United Kingdom for secondary and matriculation studies

Occupational Safety & Health (Labour Department) 2015

- **First Aid Care** in the Workplace
- Occupational Health for Office Workers including **Display Screen Equipment (DSE) assessment**
- Work & Health Life-Style Workshop
- First Aid Training (in progress)

Transcend International Coaching

Completion of Executive Coaching Level 1 & 2 – October 2013

Hong Kong Mediation Center 2012

Certificate of Professional Mediator Training (Hong Kong Mediation Center)- Sept 2012

St. James Settlement Continued Education Centre

Advanced & Certificate in Business Communications & Eloquent Skills - Aug 2012

CCH

- Understanding the Business Risk of the New Race Discrimination Ordinance in HK - Nov 2008
- Hong Kong Employment Law Risks during an Economic Downturn - Dec 2008
- Confidential Information, Employee Misconduct; Post-employment Restrictions - May 2007

HKFTU Labour Service Centre July 2002

- Labour Law in Hong Kong

HKMA May 2002

Certificate of Public Relations (HKMA)

PROFESSIONAL SKILLS

Well versed in Hong Kong Labour Ordinance, C&B and MPF regulations

Secretarial support and company secretary regulations

MS Office (Words, Excel, PowerPoint, Access, Visio) and Visual software

LotusNotes and **Outlook Express** email applications

Website design applications including Macromedia **Dreamweaver, Flash and Fireworks**

LANGUAGES

Close to native English, Cantonese and fluent Mandarin

AFFILIATION

- Member of Institution of Administrative Management (UK)
- Associate Member of Hong Kong Management Association

AVAILABILITY

Immediate