

Curriculum Vitae



Name : Jaclyn Chen
Gender : Female
Age : 30
Nationality: Hong Kong
E-mail : lemon_jaclyn@yahoo.com.hk
Tel : 53278639

Background

I am an outgoing, people oriented person who is at my best in dealing with people from all walks of life. I am also a hardworking, proactive and goal oriented person regularly working extended hours in order to get the job done on time, within budget and with good quality.

Employment History

Secretary & Personal Assistant to CEO

Oneday Capital Limited, Hong Kong

Sep 2016 – Mar 2016

- Provide all-rounded secretarial and administrative support to CEO and senior managements
- Maintain office operations and administration
- Prepare minutes and related business correspondence
- Handle travel arrangements & hotel bookings for senior managements & company clients
- Meet & greet VIPs
- Frequent travelling to China, US
- Assist in both business and personal matters
- Record expenses, manage driver's and bodyguards' schedules and related matters

Salary : 28k

Reason for leaving : Company requested to move to Xiamen

Front Desk Agent***KY-Heritage Hotel, Dongdaemun Seoul***

Jun 2016 – Sep 2016

- Maintain Daily Operations at front desk. Main duties include check-in, check-out, handling Chinese guests, site inspection

Company Secretary & Secretary to Director***Wing Fung Financial Group Ltd.***

Jun 2014 – April 2016

- Provide all-rounded secretarial and administrative support
- Maintain office operations and administration
- Manage an effective filing system
- Closely liaise with internal and external parties to ensure smooth business operations
- Identify, anticipate and prepare information, documents required by senior / top management for meetings, appointments, presentations, events and Company activities
- Handle Director's social / personal engagement and travel schedules
- Supervise driver and handle family social matters

Salary: 22k**Reason for leaving : Moved to Korea temporarily for family reasons****Company Secretary & Secretary to Director*****Entente Contractor Co. Ltd.***

Sep 2013 – Jun.2014

- Provide all-rounded secretarial and administrative support
- Maintain office operations and administration
- Manage an effective filing system
- Closely liaise with internal and external parties to ensure smooth business operations
- Travel occasionally to China to attend business meetings
- Handle Director's social / personal engagement
- Communicate with different government departments for arranging social duties (E.g. Kowloon City District Junior Police Call)
- Participate and assist in organizing all company and Director's social events such as Annual dinner of the Hong Kong Kowloon City Industry & Commerce Association Limited

Salary: 21k**Reason for leaving : Moved to Finance Company**

Guest Relations Officer

Four Seasons Hotel, Hong Kong

May 2013 – Sep 2013

- Maintain and establish good relations with guests
- Maintain Daily Operations at the Executive Club Floor, Business Center and Meeting Rooms.
- Ensure a superb, high-quality and high-standard service is delivered to guest.
- Register & check-out guests. Provide exceptional guest service in an efficient and professional manner. Escort guests to assigned rooms and introduce hotel and room facilities according to the hotel standard.
- Organize hotel functions such as wedding, seminars and annual dinners.

Guest Relations Officer

The Mira Hotel,

HongKong

May 2012 – May 2013

- Maintain and establish good relations with guests.
- Ensure guests a pleasant and memorable stay.
- Maintain Daily Operations at the Executive Club Floor. Main duties include check-in, check-out, personal secretarial service, meet & greet important guests, site inspection, room show, hotel tour, prepare amenities for special occasions, monitor daily operations of the Club Lounge.
- Organize hotel functions such as wedding, seminars and annual dinners.
- Reply to overseas enquiries from Korea.

Guest Relations Officer

Vabien Suite II Serviced Residence & Hotel, Seoul, Korea

Jul 2011 – Apr 2012

- Handle accommodation for Embassy clients. From Room-show, Sales, Reservation to catering all their needs during their stays.
- Maintain good relations with Foreign Embassies.
- Establish Regular Clients.
- Maintain Daily Operations at the Front Desk. Main duties include check-in, check-out, accounting and customer service.
- Handle and settle complaints.

Education and Academic Qualifications

2005-2011 **The Open University of Hong Kong**
Honorable Degree in Bachelor of Arts in Language and Translation

1998-2004 **Pok Oi Hospital Chan Kai Memorial College**

Public Examination Results

Hong Kong Certificate of Education Examination (2003)

<ul style="list-style-type: none">• English (B)• Chinese (B)• Geography (B)	<ul style="list-style-type: none">• History (B)• Chinese Literature (D)• Chinese History (D)
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Activities and Awards

1. 6th Annual Lions Club Environmental Awareness Debate Competition - 1st Runner-Up

2003 Pok Oi Hospital Chan Kai Memorial College Chinese Story Writing Competition –
Champion

2001-2003 Speech Festival : English poems - Champion

Languages and Skills

- **Languages:**

English	Native	Korean	Fluent
Cantonese	Native	Putonghua	Fluent

- **Skills:** MS Word, Excel, PowerPoint, English Word Processing (70 wpm), Chinese Word Processing (50 wpm)

Interests and Hobbies

- Voluntary work, creative writing, reading, basketball, dancing

Expected Salary : 25-28k