

## TSE, WING KWAN (GODIVA)

**OBJECTIVE** To find an executive support role, potentially managing a small office and extensive internal and external small project management

**SKILLS & ABILITIES** Native Cantonese speaker; fluent in English; conversational in Mandarin and Spanish  
Practical experience and additional course work in Outlook, Word, Excel & Powerpoint; also proficient in OPERA, Fidelio & GEAC

### EXPERIENCE

#### **GUARD CAPITAL MANAGEMENT LIMITED, HONG KONG**

Office Manager; May-2014 ~ Present

Personal Assistant to both CIO & COO, managing their entire realm of business and personal matters. Assisted all Managing Directors for business travel; coordinated all staff visa and HR matters, such as insurance claims.

Worked closely with CFO on expenses and related budgeting items.

Managed all aspects of office including vendor contracts for cleaning, pest control, stationary and pantry.

Coordinated one-off special projects for COO including multiple office expansions.

#### **COMPASS OFFICES, HONG KONG**

Senior Client Services Executive; October 2012 ~ May 2014

Provide and manage secretarial services across a wide range of client types and needs. This often including coordinating external vendors and service providers.

Generate monthly reports internally including service usage and ensure timely invoicing and payments.

#### **INTERCONTINENTAL HOTEL, HONG KONG**

Assistant Concierge; August 2004 ~ March 2012

Started as Guest Services Officer, promoted first to Concierge and then to Assistant Concierge reporting to Chief Concierge.

Full range of guest facing duties, many ad hoc. Also responsible over time for preparing staff duty roster, organizing staff training sessions, and liaising with other departments within the organization.

**LANGHAM HOTEL, HONG KONG**

Guest Services Agent, Executive Floor; August 2000 ~ September 2003

Initially joined as Reservations Sales Agent and promoted in 2002 to Executive Floor Guest Services where I provide a wide range of secretarial and concierge related services to executive guests of the hotel.

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**EDUCATION****UNIVERSITY OF STRATHCLYDE, GLASGOW, SCOTLAND**

Bachelor of Arts in Tourism Management, October 2011

**HKUSPACE, HONG KONG**

Advanced Diploma in Tourism Management, May 2010

**MINISTRY OF EDUCATION AND SCIENCE, GRANADA, SPAIN**

Advanced Diploma in Spanish as Foreign Language, September 2007

**LONDON CHAMBERS OF COMMERCE INTERNATIONAL, HONG KONG**

Certificate in Book-keeping and Accounts, 2<sup>nd</sup> Level

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**INTERESTS**

Reading and Violin

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**REFERENCES****ALLAN BEDWICK, GUARD CAPITAL MANAGEMENT LIMITED**

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