CURRICULUM VITAE

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# WORKING EXPERIENCE

**CBRE Limited (Property Management & Consultancy)**

**Jun 2008 – Sep 2017**

#### Personal Assistant to Head of Research, Asia Pacific

#### Serving bosses of American, British and British Taiwanese

* To provide full spectrum secretarial support to the Head of Research, Asia Pacific (member of the APAC Management Board)
* To manage busy daily schedule, coordinate appointments, internal and external meetings, conference calls and events
* To organize complex travel arrangements, arrange logistics and itinerary, as well as handle expense claims after trips
* To liaise with overseas Headquarter, local Research Heads in Asia Pacific countries, business line leaders as well as external clients and business related parties
* To coordinate meetings, prepare agenda, meeting materials and presentation, take meeting notes and ensure follow up actions after the meeting.
* To handle administrative and HR matters for the department
* To process expense claims, prepare expense reports, handle client billing and invoices for the department and to consolidate weekly expense report
* To prepare, consolidate and review different monthly reports from Research teams across Asia Pacific regions
* To organize and arrange the regional conference for Asia Pacific Research team annually
* Established the procedure for distributing the Research publications, and to arrange report distribution to both internal and external clients
* To maintain and update filing system for the department, including upcoming report release schedule, client list and Research Publication library
* To perform any other duties / ad-hoc projects as assigned

**Shaw and Sons Limited (Private Investment Company)**

**Aug 2005 – May 2008**

#### Executive Secretary to Managing Director

#### Serving boss of Canadian Chinese

* To provide secretarial support to the Managing Director and a small group of Directors of the Company
* To handle Directors’ personal financial, banking and investment matters
* To handle company secretarial issues for the BVI and HK companies, such as annual returns and AGM minutes
* To organize daily schedule for the Directors
* To deal with ad hoc issues

**Carthy Limited (Private Investment Company)**

**Mar 2004 – April 2005**

#### Personal Assistant to Managing Director

#### Serving boss of Canadian Chinese

* To provide secretarial support to the Managing Director
* To arrange daily schedule, meetings and appointments for the Managing Director
* To arrange travel arrangement for the Managing Director and her family members
* To handle personal finance and banking issues for the Managing Director
* To take care the financial matters for the Managing Director and her family members, including the maids and driver
* To deal with ad hoc issues

**Hong Kong Medical & Sports Support Co. Ltd. (Sports Accessories Manufacturer)**

**May 2002 – Jan 2004**

#### Assistant to Managing Director

#### Serving boss of Hong Kong Chinese

* To provide administrative support to Managing Director
* To arrange travel and accommodation arrangement
* To handle and supervise administrative duties including daily office administration, procurement etc.
* To organize and arrange meetings and appointments
* To handle ad hoc projects and issues

**Level 3 Communications Ltd. (Multinational Telecom Network Provider)**

**Jun 2000 – Jan 2002**

#### Secretary to Senior Vice President, Corporate Development

#### Serving boss of American

* To provide full spectrum of secretarial and administration support to the Senior Vice President and department’s senior executives
* To organize and maintain daily schedule for the SVP and the team members
* To arrange the travel and accommodation arrangement
* To prepare and consolidate management reports on regular and ad hoc basis
* To organize conferences and workshops for overseas colleagues from Asia Pacific and facilitates the event
* To set up and maintain the filing system
* To liaise with headquarters in US and to coordinate closely with teammates in Tokyo and Seoul.
* To deal with ad hoc projects and issues

**New T&T Hong Kong Limited (HK Telecom Network Provider)**

**Jan 1996 – Feb 2000**

#### Customer Service Executive (Jun 1998 – Feb 2000)

#### Serving boss of Hong Kong Chinese

* To handle customers complaints/queries, and liaise with various departments for immediate solutions
* To follow up strategic customers on faults and complaints to ensure prompt and satisfactory solution provided
* To provide written report on complaints/queries for customers
* To analyze and prepare various reports for management, such as Customer Retention reports, Customer Complaint, Fault and Dispute reports, and make recommendations for management review

#### Senior Secretary to General Manager, Strategic Planning (Jan 1996 – Jun 1998)

#### Serving boss of British

* To provide secretarial and administration support to the General Manager and the department
* To assist General Manager in setting up strategic and operational plans for the new departments and coordinate with the new team members
* To lead and coordinate different special projects (such as set up continuous Performance Survey, develop and administrate training programs for customer facing colleagues etc.)
* To arrange travel and accommodation for the General Manager and the team
* To arrange various conferences, workshops and company events
* To prepare and consolidate management report on regular basis
* To deal with special projects

**Hasbro Hong Kong Limited (Asia Pacific Toys Wholesaler)**

**Aug 1991 – Jan 1996**

#### Secretary (to Managing Director)

#### Serving boss of Hong Kong Chinese

* To provide full secretarial support to the Managing Director
* To liaise with overseas Parent company, sister companies and the subsidiaries offices
* To arrange travel and accommodation arrangements for the management and overseas colleagues
* To handle several strategic customer accounts
* To attend executive meetings and prepare minutes
* To consolidate reports from subsidiary companies for submission to headquarter
* To organize company events e.g. workshops and annual dinners
* To oversee the Admin Department and supervise colleagues including Office Assistant, Receptionist and Cleaner
* To handle ad hoc and special projects

# ACADEMIC ACCOMPLISHMENT

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| --- | --- | --- |
| Year | Issuing Institute | Qualification |
| Nov 2011 | Heriot-Watt University | Bachelor of Arts in Business and Finance |
| Oct 1992 | HK Polytechnic | Higher Cert. in Company Secretaryship & Administration |
| Jun 1989 | Chai Wan Technical Institute | Diploma in Import and Export Studies |
| Jul 1987 | Leung Shek Chee College | Hong Kong Advance Level Examination |

# LANGUAGES

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| --- | --- |
| English | Fluent (Spoken / Written) |
| Cantonese | Fluent (Spoken / Written) |
| Mandarin | Fair (Spoken / Written) |

# SALARY

***Last salary – HKD 34,190 x 12 months + performance bonus***

# AVAILABILITY

***Immediately***