**Betty Ong | Singaporean**

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**PROFESSIONAL SUMMARY**

A highly motivated, confident individual with exceptional multi-tasking and organisational skills. Able to exhibit confidentiality, discretion, tact, diplomacy and professionalism when dealing with senior management. Possessing a proven ability to help managers to make the best use of their time by dealing with their secretarial and administrative tasks. Self-starter and quick-learner who always exceeds expectations.

**CORE COMPETENCIES**

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| * Travel Arrangements | * Filing/Data Management | * Multi-tasking |
| * Diary Management | * Meticulous Organization Skill | * Excellent Communication |
| * Expense Management | * Master of Time Management | * Great Team Player |
| * Meetings Management | * Flexibility and Adaptability | * Self-Directed |

**KEY ACHIEVEMENTS**

* Always acts with integrity and escalates questions and issues in a timely manner. Ensure that the company´s policies in relations to travel and expenses are respected.
* Successful negotiation for office rental renewal. Savings = S$75K pa. Managed to source and negotiate with insurance brokers on employee insurance policies and saved 30% in premiums overall.
* Seconded to Shanghai to organize opening ceremony and ground-breaking events in Shanghai and Nanjing. With the help of local assistants, sourced and negotiated pricing agreements with hotels/resorts, caterers and other providers for service at special events.
* Contributed heavily to office building project in Shanghai by acting as translator to the Building Director from US, assisted in negotiating and finalizing contracts, and overseeing project teams to ensure on time completion

**WORK EXPERIENCE**

**Partners Capital Investment Group (Asia) Pte Ltd: Contract, June – July 2017**

**Office Manager**

**Responsibilities:**

* Responsible for all aspects of office administration, including security systems, general office services, procurement of office supplies and leave administration. Provided full secretarial support to Managing Director and travel arrangements expense reports for the team.

**Barclays Bank PLC, Singapore Branch: 2010 – 2016**

**Executive Assistant to Head of IB Technology, APAC (1 year)**

**Personal Assistant to MD, Equities Solution Group (5 years)**

**Personal Assistant to Regional COO and Country Manager (Contract)**

**Responsibilities:**

* Proactively managed the diary of the MD; reminding of future commitments and matters requiring attention. Managed MD’s complex and frequently changing travel arrangements and co-ordinate pre-planning of trips; and produce itineraries under own initiative for MD and team members. Followed up on expense reports upon returned from trips.
* Main reference point and interface with other senior management members across the bank, as well as their assistants. Admin support for influential stakeholders on visits, provided hospitality and organised room bookings as required. Assisted in overseas relocation arrangements, as well as floor moves.
* Facilitated IT Employee Engagement and Citizenship events, teambuilding and year-end event

**WORK EXPERIENCE**

**Achievements:**

* Displayed good judgement in prioritizing demands and escalating issues as appropriate.
* Always applied highest standard of control and risk management. Ensured that policies in relation to travel and expenses are understood, respected and adhered to, as well as, compliance authorisations are obtained prior to travel.
* Successfully organized and coordinated year-end event for the division.
* Developed and maintained alert system for upcoming deadlines on projects and events.

**Standard Chartered Bank: 6 Months Contract**

**Personal Assistant to CFO, Consumer Banking**

**Responsibilities:**

* Managed emails, voicemails, incoming mails, prioritizing items that required immediate response, including appointment and calendar management, and scheduled travel arrangements for the CFO.
* Printed and compiled of monthly reports for the various committee meetings. Organised and coordinated logistics of conferences.
* Responsible for workstation setup for all new hires, stationery for the team and; checked and approved expense reports on behalf of the CFO.

**Achievements:**

* Resolved numerous scheduling conflicts to ensure success of high-priority meetings/events and to notify the appropriate parties well in advance.
* Reinforced service provided by the travel agent resulting in more efficient and effective support.

**VP Bank (Singapore) Ltd: 4 Months Contract**

**Executive Assistant to CEO**

**Responsibilities:**

* Assisted CEO in a wide array of executive office tasks, including management of emails and calendar, prepared correspondence/memos, minutes for BOD meetings, travel arrangement and expenses.
* Overseen the upkeep, maintenance and general appearance of the office and reception. Ensure proper understanding and respect of admin policies, procedures and workflow. Responsible for expatriate management, full spectrum of HR responsibilities, including payroll and staff insurance.

**Achievements:**

* Praised for multi-tasking abilities and timely issue resolution.
* Successfully organised client events and; Christmas party and gifts for staff.

**Credit Suisse Asset Management (Singapore) Ltd: 2007 – 2009**

**Personal Assistant to CEO**

**Responsibilities:**

* Responsible for full spectrum of secretarial functions including appointment and calendar management, and scheduling travel arrangements for the CEO. Aided CEO in meeting deadlines and resolving pressing issues.
* Assisted the team in updating of Indices for Fund Reports and Equities Information on the website, travel and expense management, organised and coordinated logistics of conferences and workshops.

**Achievements:**

* Demonstrated follow through and reliable closure on projects and assignments.
* Created effective filing systems and retrieved data efficiently as and when needed.
* Efficiently monitored all trainings for traders are completed/updated and entertainments and travels are within bank policies.

**WORK EXPERIENCE**

**Engelhard Asia Pacific, LLC: 1998 – 2007**

Engelhard Asia-Pacific, LLC a wholly owned subsidiary of Engelhard Corporation, USA. Engelhard Corporation is a surface and materials science company that develops technologies to improve customers' products and processes. A Fortune 500 company, Engelhard is a world-leading provider of technologies for environmental, process, appearance and performance applications.

**Executive Assistant to President, Asia Pacific**

**Responsibilities:**

* Provided high-level administrative to President, Asia Pacific enabling him to become more productive by handling a wide array of executive office tasks, including screening phone calls, managed calendar and correspondence. Managed President’s complex and frequently changing travel arrangements and coordinate pre-planning of trips.
* Planned and organized events aboard; coordinated with outside vendors such as local hotels and entertainment while maintaining open dialogue with local assistants to ensure smooth running events.
* Responsible for all aspects of office administration, including the efficient planning and operation of office space, office renovation, communication and security systems, general office services and the procurement of office equipment and supplies for Asia Pacific . Ensure proper understanding and respect of admin policies, procedures and workflow across the region.
* Responsible for full spectrum of HR responsibilities including performance and expatriates management, recruitment, payroll, leave administration, orientation and; participated in review and update on HR policies / procedures, staff insurance, compensation and benefits.

**Achievements:**

* Built and led a highly effective office support team for the region by hiring, training and overseeing members.
* Contributed to cost-saving effort by working with CFO to research alternative travel and insurance agencies.
* Successfully organizing internal conferences aboard and large scale of events (opening ceremony and ground-breaking) in Shanghai and Nanjing that involved guests and senior management from all over the world.
* Contributed heavily to office building project in Shanghai by acting as translator to the Building Director from US, assisted in negotiating and finalizing contracts, and overseeing project teams to ensure on time completion.