**resume**



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**SUMMARY**

A dynamic, resourceful and experienced professional providing exceptional office support to the organization’s senior management team. Thrive in demanding and face-paced environment while performing a wide variety of complex and confidential office administration, secretarial, analytical and research duties.

## **EDUCATION**

### **PEROIDS sCHOOL/ INSTITUTION qUALIFICATIONS**

Sep 2010 – Dec 2012 PSB Academy/ Cambridge University Diploma in HRM

Mar 1996 – Mar 1997 Jurong Institute GCE ‘A’ Levels

Jan 1999 – Dec 1995 Ghim Moh Secondary School GCE ‘O’ Levels

Jan 1985 – Dec 1990 Clementi Town Primary School PSLE

## **work summary**

### **PEROIDS sCHOOL/ INSTITUTION**

May 2016 – Now Office Manager

Mar 2013 – May 2016 Executive Assistant to Partner

Mar 2008 - Mar 2013 Executive Secretary to Senior VP

Feb 2005 - Mar 2008 Secretary to Managing Director

Feb 2001 - Feb 2005 Customer Service Executive

Jun 1999 - Jan 2001 Customer Service Executive

Jan 1998 - Apr 1999 Administrative Assistant

Apr 1997 - Dec 1997 Temporary Assignments

## **work Experience**

### **oFFICE MANAGER, reporting to CEO | MAY 2016 – present**

WorldQuant (Singapore) Pte. Ltd.

* Manages and maintains CEO's diary; schedule appointments, coordinates internal and external meetings with portfolio managers, technologists and investors.
* Manages and plans CEO and teams’ business travels in accordance with company's travel policy. Proactively coordinates the pre-planning of trips with various internal functions; including but not limited to arranging visa applications, hotel accommodation, car service transfers, meeting agendas and necessary contacts, as well as other information.
* Manages and coordinates technology and research team overseas conferences. Assist and coordinates Milken Conference for company.
* Brainstorms and plans team activities on monthly, quarterly and yearly basis. Sourcing, coordinates and manages all team activities (Eg: birthday celebrations, monthly team gathering, JP Morgan & Bloomberg Charity run, organize company CSR program, company’s family day, year-end party, cruise and all other wellness program for employees).
* Maintains office services by organizing office operations and procedures; controlling correspondence; designing filing systems; reviewing and approving supply requisitions; assigning and monitoring clerical functions.
* Manages contracts and price negotiation for all office operations and services. Including but not limited to reception services, stationery and pantry supplies, screening of calls, mail/couriers, office cleaning services, pest control and group insurances, etc.
* Manages contracts and price negotiation with local hotels and service apartments chosen as preferred properties to ensure the best possible deal for all incoming guests and external employees.
* Manages pantry lady and cleaning staff by coaching, counselling, and disciplining employees; planning, monitoring, and appraising job results.
* Coordinate with building management on common area and office maintenance issues.
* Plan, coordinates with designer company and monitors office expansion renovation to ensure timeline is adhere to. Re-plan office seating arrangement and set-up. Update office planning in system.
* Liaise with outsourced payroll agent in processing timely payment for vendors and suppliers.
* Coordinates and prepares stationery, business name cards, work-station and name plates, welcome email and all other related-processes for new hires.
* Coordinate with IT department when arise such as renewal of office network broadband, corporate plan discounts, technical breakdown, new desk set-up and relocation, etc.
* Liaison with HR and IT department for processes related to newcomers and leavers.
* Partner with HR to update and maintain office policies as necessary; maintain and update of employee handbook.
* Review and screen eligibility of resumes downloaded from company job portal. Send resumes to respective hiring managers for review.
* Manages and coordinates multiple interviews (phone, video-conference or on-site) for candidates across different region and time-zones; system set-up for interviewees to do online technical and caliper tests.
* Manages and coordinates campus recruitment events with the 3 Universities in Singapore to seek internship and talents for new positions in the company.

### **Executive assistant, reporting to managing partner | mar 2013 – may 2016**

Axiom Asia Private Capital Pte. Ltd.

* Manages and maintains partners' extensive diaries; schedule appointments, coordinates internal and external meetings with investors locally and across US, Europe and Asia Pacific regions.
* Prepares written responses on partners’ behalf; including response to investors’ queries, request for business meetings, etc. Directs some external correspondence to appropriate staff members and ensures timely response. Advise partners of unusual or sensitive correspondences.
* Manages and plans complex travel arrangements. Proactively coordinates the pre-planning of trips with various internal functions; including but not limited to arranging visa applications, hotel accommodation, car service transfers and car rental, meeting agendas and necessary contacts, as well as other information.
* Sourcing, planning and travel to US and London to set-up yearly Annual meetings for investors.
* Sourcing, planning and travel with investors for yearly field trips to portfolio companies in Southeast Asia.
* Coordinates and set-up quarterly investors’ conference call (up to 60 people).
* Ensure requests from investors are promptly adhered to with updated information from fund managers and group analysts.
* Maintain and update of investors' database and ensure prompt delivery of monthly newsletter to investors.
* Preparation & submission of all business-related expenses claims.
* Preparation of medical and insurance claims for partners and their family members.

### **Executive secretary – reporting to 2 senior vps | mar 2008 – mar 2013**

AIG APAC Holdings Pte. Ltd.

From January 2010 to Mar 2013

* Manages and maintains Senior VP’s calendars, schedule appointments, coordinates complex meetings, video & conference calls across Americas, Europe, Australasia, Asia Pacific and Far East regions.
* Performs secretarial duties for other busy team members (VPs) in a fast-paced environment (including coordination of logistic needs for business trips, arranging complex meeting schedules across Asia Pacific & Far East regions for video and teleconferences).
* Preparation & submission of all business-related expenses claims through concur system.
* Ensure timely submission of reports from local offices across Asia Pacific & Far East regions.
* Compile the reports, analysed and submission to HQ (New York).
* Handles the inventory and requisition of office supplies for various departments.
* Coordinates and set-up of APAC & Far East Conference and seminars every quarterly. (submission for approval through star-cite system for budget, sourcing and proposing of location for local or overseas events, submission of post-event evaluation input & summary).

**Reporting to Head of Regional HR, supporting a team of 13VPs**

From Mar 2008 to Dec 2009

* Manages and maintains HR VP’s calendars, schedule appointments, coordinates meetings, video & conference calls across Americas, Asia Pacific and Australasia.
* Assisting HR VP with all employment issues for 50 local employees and 55 expatriates including completing new enrolment, changes and terminations under the SAP System and MOM online registration.
* Responsible for review of monthly invoices from all benefit carriers, process all invoices and ensure timely submission to Accounts department for payment.
* Coordinates and liaison of local permanent/ temporary housing with corporate housing agents and ensure smooth handover of tenanted apartments/houses before and after expatriates’ term in Singapore.
* Preparation and vetting of tenancy agreements for corporate housing leases for expatriates.
* Coordinates and liaison with shipping company on timely arrival/departure of shipment for incoming and outgoing expatriates.
* Coordinates and liaison of local/ international schools’ visit & discussion for expatriates with children.
* Preparation and coordination of monthly payroll processing, employees’ benefits, leave administration, and maintenance of regional employees’ personal files.
* Collate monthly headcount reports from local HR(s) and submit to HQ in New York.
* Organizes, coordinates and set-up Regional/ Local HR workshops, seminars (printing of training materials, sourcing location, prepares post-event evaluation input & summary).
* Maintains and update Employee’s handbook and Expatriate’s local guidebook.
* Devise and maintain extensive filing system and corresponding cross-referenced list.

### **SECRETARY – REPORTING TO mANAGING DIRECTOR | FEB 2005 – MAR 2008**

China offshore Oil (Singapore) International Pte. Ltd.

* Manages all employment issues for 6 China expatriates including applications, terminations, renewal for employment and related-passes for their family members.
* Sourcing, viewing and vetting of tenancy agreements for permanent and temporary housing for expatriates relocating to Singapore.
* Research, preparation of latest office rental rates (for comparison during negotiation) prior renewal of office tenancy agreement.
* Preparation and coordination of employees’ benefits, leave administration, and maintenance of employees’ personal files.
* Coordinates, plans and booking of domestic and foreign travel arrangements for all employees. This includes but not limited to application of traveling visa, prepare travel itineraries; prepare and compile travel vouchers and maintenance of all travel records.
* Prepare agenda, collect materials for meetings, take minutes and keep records of proceedings as required.
* In-charge of all petty cash claims & preparation of monthly petty cash summary.
* Updating daily crude assessment, compile and maintain statistical information and reports.
* Sourcing of quotations, supervision and coordinates the office renovation done in May/June 2006.
* Liaison with company’s outsourced IT vendor for office’s system maintenance and upgrade.
* Liaison with company’s outsourced security vendor for company’s security access cards and maintenance of the security system.
* Liaison and coordination with the building management for yearly fire evacuation exercise.
* Handles the stationery and pantry inventory and requisitioning of supplies adhering to a limited budget.

### **customer service executive – REPORTING TO divisional manager | FEB 2001 – FEB 2005**

Swarovski Singapore Trading Pte. Ltd.

* Manages and maintains Divisional Manager’s calendar, schedule appointments, coordinates meetings with retailers and major shopping centres island-wide.
* Liaison with local polytechnics on internship programs. Planning and execution on job rotation within company, supervises student during internship program and timely updates on progression with teacher-in-charge.
* Assisting in customers’ needs, request and feedback.
* Updating and maintenance of product codes for new products every quarter; maintenance of stock inventory for all retail stores to ensure stocks are well stock-up.
* Responsible for the overall procurement of office equipment, supplies and inventory for Singapore & Malaysia office.
* Sourcing of vendors for uniform supplies, maintains and upkeep of uniform for new and temporary staff.
* Responsible for the recruitment of office & retail staff through local newspaper & online job advertisement in Singapore and Malaysia. Coordinates and organizes interview sessions for Malaysia Retail Manager.
* Payroll & OT calculation for retail staff in Singapore & Malaysia, preparation and timely submission of petty cash to accounts department. Coordinates with Malaysia vendor on timely payment of salary to Malaysia employees.
* Vetting of tenancy agreements, maintenance of record and ensure timely renewal of tenancy agreement for all shops and counters.
* Liaison with contractor on renovation requirement. Ensures prior approval from departmental stores on shop designs, coordinates and supervises renovation work and ensure timely arrival of showcases for shop/ counters prior renovation.
* Organizer for various off-site functions involving attendees’ availability, scouting and securing location, menu choices, travel arrangements and material preparation, i.e. correspondence, charts and slide presentations.
* Coordinator for yearly sponsorship to television programs, beauty pageants and various Mediacorp artistes (Miss Singapore Universe 2002, 2003 & 2004 and Mediacorp Star Awards 2002, 2003 & 2004).
* Administration support & HR coordination for Malaysia operations.
* Compile and prepares weekly and monthly sales report & closing for Singapore & Malaysia operations. Compile data from various departments and prepare power-point presentation for yearly budgeting.
* Preparation of agenda, collects materials for meetings, take minutes and keep record of proceedings as required.
* Plans, coordinates & preparation of Company’s Annual Dinner & Dance for year 2003 & 2004.
* Plans, coordinates and supervision for the relocation of the Malaysia office in June 2006.