






# HOWARD, KIN HO TAM

Results-driven professional with expertise in administrative support, operations management, and customer care. Completed Google Data Analytics Professional Certificate to enhance skills in data analysis and project management. Experienced in task coordination, process optimization, and delivering exceptional service. Seeking opportunities to leverage my strong organizational, communication, and problem-solving skills. Proven track record in driving successful outcomes and stakeholder communication.

## CONTACT

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 Richmond Hill, ON L4B 0C5

## SKILLS

Project Management  
Scheduling Coordination  
Data Analysis  
Communication  
Critical Thinking  
Decision-making  
Good command in Java & Python  
Proficient in Excel & Google Sheets  
Proficient in Microsoft Office  
Experience in SQL & Tableau

## CERTIFICATION

Google Data Analytics Professional Certificate  
[Google](#)  
Certificate in Big Data Analytics with Python,  
Excel and PowerBI  
Hong Kong Data Management Academy

## INTEREST

Bouldering  
Muay Thai  
Gaming

## LANGUAGES

Cantonese   
English   
Mandarin 

## WORK EXPERIENCE

### Support Operations Administrator

Walkers Global | Hong Kong Oct 2023 – Apr 2024

- Built and maintained strong relationships across jurisdictions and divisions, fostering collaboration and effective communication for project coordination.
- Managed data in spreadsheets and reports, showcasing proficiency in data management and analysis. Identified and addressed discrepancies in records, highlighting the attention to detail and commitment to data integrity.
- Successfully completed transactional processes and provided support for both BAU and project work, demonstrating a strong ability to handle diverse responsibilities with high accuracy and adhering to required standards.

### Junior Executive Assistant

Animoca Brands Corporation Ltd | Hong Kong Apr 2023 – Jun 2023

- Provided executive and administrative support for the company Chairman and HR Director, ensuring their needs were met promptly and efficiently.
- Expedited decision-making processes by gathering data, analyzing reports, and presenting findings to executives.

### Legal Assistant (Part-Time)

Lims Solicitors | Hong Kong Oct 2022 – Apr 2023

- Managed legal tasks and assignments, guaranteeing smooth operations and consistently meeting deadlines with precision.
- Organized documents to manage paper and electronic filing systems of clients.
- Prepared and drafted correspondence and legal forms to maintain smooth communications.

### Executive Assistant II

Hospital Authority | Hong Kong Jul 2020 – Jul 2022

- Managed Telecom services for the hospital, maintaining records and data, evaluating contracts, and conducting utilization assessments to drive cost-effective
- Utilized Excel to analyze the usage of Telecom services in the hospital, identifying areas for improvement and proposing ideas to enhance overall stability and service quality.
- Completed 6+ projects for hospital renovation work. collaborating with internal and external stakeholders to ensure successful project outcomes with tight timelines.
- Oversaw and assisted with the office's daily operations, including record-keeping, coordinating meetings, and performing ad-hoc tasks.

### Customer Care Executive

Deliveroo | Hong Kong Sep 2019 – Jul 2020

- Demonstrated exceptional communication skills by resolving 50+ customer complaints and queries daily, ensuring high customer satisfaction.
- Significantly contributed to enhancing the refund system and overall service reliability by proactively identifying opportunities for improvement, analyzing challenges, and providing valuable feedback to the relevant departments.
- Exhibited a proactive and resourceful approach in efficiently addressing emergency issues on live orders through calls and live chats, providing prompt solutions to resolve concerns effectively.

## EDUCATION

### Western Washington University

Bellingham, WA | USA

Bachelor of Science in Psychology

Mar 2019