



www.maggie-w.com
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PROFILE

Dynamic and passionate professional whose focus is on generating innovative ideas and providing tailor made solutions to maximise customer experience

SKILLS

Event Management
Account Management
Customer Service
Request for Proposal
Budget and Forecasting
Hotel Management

LANGUAGES

Cantonese: Native
English: Fluent
Mandarin: Fluent
French: Beginner

INTERESTS

Modern Art
Street Art Culture
Indie Electronic Music
City Happenings

VISA STATUS

Canada Permanent Resident
Hong Kong Citizen
British National (Overseas)

MAGGIE WONG

Assistant Account Manager Project and Event Manager

EXPERIENCE

June 2015 - Present	Pico International Limited, Hong Kong Assistant Account Manager Presenting creative proposals and delivering tailor made solutions to clients Coordinating, organising and managing events and decorative installation projects from production to dismantling Managing events / projects' budget and expenses, thus maximising profits Servicing several client accounts across multiple segments, such as government offices, local enterprises and international corporates
May 2014 - June 2015	W Hotel, Hong Kong Event Sales Coordinator Organising and coordinating internal meetings and social events Preparing revenue reports and forecast to top management Developing business analytics reports to support and optimize growth and strategy Planning and executing the logistics of weddings, corporates, social and MICE events Handling guests' inquiries and assigning leads to corresponding managers Publishing promotional offers online to public
June 2011 - May 2014	W Hotel, Hong Kong Guest Relations Team Leader Supervising the team in handling guests' inquiries and requests Encouraging and leading the team to be more creative in designing memorable experience for guests Giving out training and staff onboarding to maintain services standard

EDUCATION

2010	University of Ulster, United Kingdom Bachelor of Science with Honours in International Hotel and Tourism Management
2007	HTMi, Hotel and Tourism Management institute, Switzerland Bachelor of Art in Hotel and Event Management

VOLUNTEERING

2016	HK Walls - Hong Kong HK walls is a non-profit arts organisation that aims to create opportunities for local and international artists to showcase their talent in Hong Kong and internationally through the medium of street art and culture. Logistic and event coordination Visitors and artists management
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Please check my website to view sample of my projects and realization