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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
Budget and Forecasting
Hotel Management
Proficient in Word, Excel, Powerpoint and Outlook
Basic skills in Adobe Illustrator and Delphi

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

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 dismantle
Communicating action items to all stakeholders and monitor adherence to deadlines
Managing 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 internal and external events (corporate, wedding, social and MICE) with various internal stakeholders
Developing business analytics reports to support and optimise growth and strategy
Handling guests' inquiries and providing the best available solutions
Publishing promotional offers on social media

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 creative in designing memorable experience for guests
Giving out training and staff onboarding to maintain service 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

2018

Art Gallery of Ontario, Toronto



Photographer Edward Burtynsky and filmmakers Jennifer Baichwal and Nicholas de Pencier have created a series of new photographs with film extensions and augmented reality installations to illustrate how human has changed the Earth landscape: The Anthropocene.

Exhibition app assistant
Wayfinding assistant

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

HKWALLS

Logistic and event coordination
Visitors and artists management

Please check my website (www.maggie-w.com) to view sample of my projects and realisation.

MAGGIE WONG

Assistant Account Manager Project and Event Manager

REFERENCE

Doreen Mok
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PROJECT HIGHLIGHT



Client: Airport Authority Hong Kong
Event: Technovation Conference, Nov 2016-17
Budget: ~130,000 CAD

Airport Authority Hong Kong organised the third Technovation Conference and Exhibition in 2017. The event invited various international airport officials and tech companies to showcase the latest technologies and potential solutions that optimized the passengers' experience in the aviation industry.

With the success of the previous event, relationship with the client was well maintained. I was responsible for the creative design concept, coordination with exhibitors, stage operation, guest check-in operation (800 pax in 30 mins), event setup and production of materials required.



Client: CLP Power Hong Kong Limited
Event: Power Quality Workshop Renovation, Aug16 – Jan17
Budget: ~300,000 CAD

CLP has been providing reliable electricity supply to customers in different sectors (Business, Residential and Public services) for over hundred years. In 2016, CLP renovated its Power Quality Workshop to illustrate the causes and impact of power quality issues, as well as demonstrating practical measures that customers may adopt to mitigate power quality problems.

I was responsible for project coordination with all stakeholders, to provide creative ideas on 3 games play and enhance users' experience and to prepare safety documents and control site team and ensure it is up to client's standard.



Client: Development Bureau, HKSAR
Event: Heritage Vogue @ Hollywood Road, July 2017
Budget: ~500,000 CAD

The carnival, one of the activities in celebration of the 20th anniversary of the establishment of the HKSAR, included a series of activities such as exhibitions, workshops and performances on the section of Hollywood Road, which was designated as a part-time pedestrian street on event day. The carnival provided the public an opportunity to experience the rich history, heritage, cultural and arts ambience of the Hollywood Road.

Responsibilities included: event coordination and logistic arrangement with government representatives, 20+ event partners, performers and technicians.



Client: Time Module | Seiko Instruments
Event: Exhibition booth at BaselWorld, March 2017-18
Budget: ~150,000 CAD

Presenting the modern and clean outlook booth that best communicate the brand image at the renowned international watch and jewelry exhibition – BaselWorld in Switzerland.

Act as the project manager to manage and coordinate with stakeholders throughout the process from design to installation. Preparing essential documents for organizer's structural safety team and tackling any technical problems involved. Onsite monitoring the construction work to ensure it meets with client's and safety standards. Established trust with the client and continued to be their working partner on all local and overseas exhibition projects (Hong Kong, China, India and Switzerland).