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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
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 dismantle
Communicating action items to all stakeholders and monitor adherence to deadlines
Managing projects' budget and expenses, thus maximising profits
Serving 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 stake holders
Developing business analytics reports to support and optimize 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 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

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

2016 Formula E Hong Kong ePrix, Hong Kong



The Hong Kong ePrix was a Formula E electric motor race held at the Central Harbourfront Circuit before a crowd of 30,000 people. It was the first e-Prix race ever held in Hong Kong. The usual busy roads of commute was blocked for this electric sport event.

Event ambassador
Event runner

Please check my website to view sample of my projects and realisation.