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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 Pico International Limited, Hong Kong Assistant Account Manager

Present

pico

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 entreprises and international corporates

W Hotel, Hong Kong May 2014 Event Sales Coordinator

June 2015

Organising internal and external events (corporate, wedding, social and MICE)

with various internal stakeholders

Developing business analytics reports to support and oprimitse growth and strategy Handling guests' inquiries and providing the best available solutions HONG KONG

Publishing promotional offers on social media

W Hotel, Hong Kong June 2011

Guest Relations Team Leader

May 2014 Supervising the team in handling guests' inquiries and requests

Encouraging and leading the team to be creative in designing memorable experience for quests

Giving out training and staff onboarding to maintain service standard HONG KONG

#### **EDUCATION**

University of Ulster, United Kingdom 2010

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 landsacpe: 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.

#### REFERENCE

Doreen Mok Account Director Corporate events and exhibitions Pico International, Hong Kong +852 2660 4540 doreen.mok@pico.com.hk

Son Yau Event Manager Corporate events and exhibitions Pico International, Hong Kong +852 2660 4549 son.yau@pico.com.hk

Andrew Li General Manager Corporate events and exhibitions Pico International, Hong Kong andrew.li@pico.com.hk +852 2660 4562

## Assistant Account Manager Project and Event Manager

#### 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.

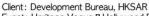
With the success of the previous event, relationship with the client was well maintained. I was responsible for the creative design concept, coordination with exhibitors, stage operation, guest check-in operation (800 pax in 30 mins), event setup and production of materials required.



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.



Event: Heritage Vogue M 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 van 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).