**OPHELIA LAM**

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**A** Flat A, G/F Rear Block, 58 Village Road, Happy Valley, Hong Kong

Experienced Executive Assistant gained from MNCS for global financial services industry over 13 Years. I bring extensive experience in providing administrative support to senior management from group / regional office, as well as experience in handling all aspects of office and family matters.

I am highly motivated, confident individual with exceptional multi-tasking and organizational skills. Able to exhibit confidentiality, discretion, tact, diplomacy and professionalism when dealing with directors or senior managements. Possessing a proven ability to help my executives to make the best use of their time by dealing with their secretarial and administrative tasks.

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| **SUMMARY OF QUALIFICATIONS** |

* 7 years’ administrative support to C-level Executives.
* Office management, extensive travel coordination, family matters supporting.
* Relocation and mobility service support.
* Excellent skill in MS Office, V-lookup, Pivot Table and mail merge.
* Events management in both commercial and social aspects.
* Fluent in English and Cantonese, and conversational Mandarin.
* Proficient in Microsoft Office, OS, Adobe Photoshop and Workday/ Peoples.

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| **COMPENSATION SUMMRAY & NOTICE PERIOD** |

Expected Salary 28.5K – 35K

Notice Period 7 days notice.

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| **CURRENT & PERVIOUS APPOINTMENTS** |

**Everest Capital Associations Limited [Period: Feb – Apr 2017]**

Personal Assistant to Managing Partner **(Nationality: Chinese)**

* Reporting to the Managing Partner for secretarial support and office management.
* Mange Daily itineraries, appointment schedules & Travel Plans.
* Maintain the application for the BVI companies and bank accounts setup (10+ within 3 Months).
* Office supplies vendors procurement and facilities purchasing.
* Undertake purchase/ maintenance contracts of company facilities.
* Work with the property management and landlord for general maintenance of tenancy, leasing and issues (both business and private properties).
* Manage the simple accounting records, prepare Expenses report and reimbursement arrangement in both business / household expenses.
* 1:1 support cozy family office office management family support

Salary: 35,000 per month

Leave Reason: Temporary Assignment

**JARDINE MATHESON LIMITED replacement for sick leave secretary [Period: Feb – May 2016]**

Temporary Secretary to Managing Director **(Nationality: British)**

* One of the secretaries to serve a businessman and his family.
* Participate in managing public relation and social events.
* Document and distribute board-meeting minutes in a timely manner to ensure that all meetings are time-efficient.
* Mange daily itineraries, appointment schedules & travel plan for the Director.
* Process the visas for Director and his family plus the working visa for the domestic helper when family trip is needed.
* Boat maintenance and management with boat boys.
* Prepare Expenses report and reimbursement arrangement in both business / household expenses.
* Maintain the working schedule for the company and family drivers.
* 1:1 support / extensive traveler family support

Salary: 35,000 per month

Leave Reason: Temporary Assignment

**TELSTRA INTERNATIONAL GROUP [Period: Nov 2013 – Nov 2015]**

Executive Assistant to Human Resources Director, International **(Nationality: Australian Lady)**

Secretarial support to the Director of International Human Resources Team (Nationality: Austrian) who overseeing the Human Resources (HR) functions across the business in Asia Pacific, Europe and the US. She lead the full spectrum of Human Resources (HR) functions such as Human Capital Strategy, end to end HR Service delivery, performance management, rewards and recognition, diversity, recruiting, employee relations and M&A.

* Mange daily itineraries, appointment schedules & travel plans
* Liaise and coordinate the meetings and video-conference with leadership team & group executives from Australia.
* Prepare Expenses report and reimbursement arrangement for the Director and team heads.
* Payment requisition / purchasing order for external bill and annual fee Settlement.
* Maintain the working schedule for the company driver.
* Organize workshops & conferencing events in Hong Kong; onsite visit to keep track on (within 20-50 attendees).
* Part of coordinator for the annual staff summit event.
* Relocation services for the confidential new hires.
* 1:1 support / extensive traveler Personal support  Team Size: 50+ team members

Salary: HK$37,200 per month

Leave Reason: Company Restructure

**BRITISH AMERICAN TOBACCO CHINA [Period: Apr – Nov 2013]**

Project Secretary to Area Head of Human Resources **(Nationality: Australian)**

Reporting to the Area Head of Human Resources (Nationality: Australian) who Responsible for the Special Project which was completed on July 2013.

* Reporting to the Area Head of Human Resources and secretarial support to special project team.
* Mange Daily itineraries, appointment schedules & weekly travel plans to Greater China and Asia Pacific.
* Prepare Expenses report and reimbursement arrangement, payment requisition for external bill and annual fee settlement.
* Coordinate the Grand opening event including the Businessmen and executives from the China Government.
* Logistic coordination and relocation/ mobility services for the new hires (VISA Application, Accommodation search, Bank A/C setup).
* Formulate, draft, review and implement the company policies and procedures with the HR director.
* Office supplies vendors procurement and facilities purchasing.
* Handle renovation, fit-out works and facilities maintenance for the new setup offices.
* Undertake purchase/ maintenance contracts of company facilities.
* Work with the property management and landlord for general maintenance of tenancy, leasing and issues.
* extensive travelers  Travel Plans for 15 team members

Leave Reason: Contract end due to the project completed.

**AIA GROUP [Period: Jul 2012 – Jan 2013]**

Contract Assistant to Group CEO **(Nationality: British)**

Secretarial support to the CEO of Group Partnership Distribution (Nationality: British) who Responsible for the Group Partnership Distribution which covered with Direct Marking, Bancassurance and High Net Worth Businesses.

 Mange daily itineraries, appointment schedules & weekly travel plans to AP for the CEO.

 Liaise and coordinate the meetings with Exco members & CEOs.

 Preparation of business documents.

* Prepare expenses report and reimbursement arrangement, payment requisition for external bill and annual fee settlement.
* 1:1 support / extensive traveler Personal support  Travel Plans for 14 team members

Leave Reason: Contract End

**EXECUTIVE ASSISTANT (TEMPORARY ASSIGNMENT) [Period: May 2010 – Jul 2012]**

Temporary Personal Assistant to VP & Managing Director/ 1:1 **(Nationality: British)**

VF HONG KONG LIMITED

Leave Reason: Maternity leave cover

Temporary Executive Assistant to Regional General Counsel/ 1:1 **(Nationality: Chinese)**ING INSURANCE ASIA PACIFIC

Leave Reason: Short term contract during the M&A Transaction

Project Assistant (Personal Assistant) for Group Actuarial Consultant/ 1:1 **(Nationality: Chinese)**

AIA GROUP – GROUP HEAD OFFICE

Leave Reason: Short term contract for IPO Project

**ZURICH SERVICES (HONG KONG) LTD [Period: Jan 2008 – Jan 2010]**

Administrative Officer (Personal Assistant) for Regional Asia Pacific Office **(Nationality: French)**

* Secretarial support to Chief Underwriting Officer.
* Manage daily itineraries. weekly travel plans and VISA applications.
* Logistics arrangement for various Visitors with external service providers.
* Organize workshops & cocktails events and onsite visit to keep track on.
* Prepare PowerPoint presentation, business data reports for the Asia Team, payment requisition and reimbursement arrangement etc…
* 1:1 support / extensive traveler Personal support  Travel Plans for 2 department heads

Leave Reason: Team restructured and relocated to Singapore

**AIG – AMERICAN INTERNATIONAL UNDERWRITERS LTD [Period: Sep 2005 – Jan 2008]**

Marketing Secretary for General Insurance Office **(Nationality: Chinese)**

 Team Size: 20+ team members

Leave Reason: Offered by Zurich and Resigned

**HONG KONG POLIC FORCE [Period: Jul 2002 – May 2004]**

Contract Supplies Supervisor II to Head of Store Management Division **(Nationality: Chinese)**

 Team Size: 20+ team members

Leave Reason: Contract end

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| **EDUCATION AND PROFESSIONAL QUALIFICATIONS** |

**Education**  
2000 Diploma of Secretarial Studies

YMCA of Hong Kong College of Continuing Education

**Professional Qualifications**

2006 Insurance Intermediaries Qualifying Examination  
\* The Principles and Practice of Insurance Examination  
\* General Insurance