

## **TONG TSUI KEUN MARY ANN**

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### **PERFORMANCE PROFILE**

I am a dedicated and extremely motivated administrative professional with a long-standing successful career encompassing diverse domestic and international experience throughout multiple industries and within various capacities.

I am deadline driven with outstanding organizational, interpersonal and multi-tasking skills. Being a fast learner with a strong ability to work independently aids my ability to adapt to new environments. I am familiar with all aspects of daily business operations covering but not limited to: Personnel, Human Resource Issues, Payroll, LHDN Tax Preparation and numerous administrative and finance functions. I am adept in bookkeeping, cash flow management and the efficient running of an office's operations.

Being an extremely reliable individual with strong business values and a tenacity to continuously improve by challenging the status quo, I believe I can be an asset to your business.

### **CORE COMPETENCIES**

- Bookkeeping & Finance
- Human Resources
- Payroll
- Accounts Payable & Receivable
- Filing & Organization
- Negotiating
- Planning
- Written & Verbal Communications
- Event Management
- Presentation Skills
- Creativity & Solution Focussed
- Team Player
- Multi-tasking Expertise

Proficient in:

- Accounting, data and administrative management practices and procedures, legislative requirements
- Human resources management practices and procedures
- Business and management principles
- Computer skills and knowledge of office software packages

### **TECHNICAL COMPETENCIES**

Windows 7, MS Word, Excel, Outlook, Power Point, MYOB Payroll, SAP, Citrix – internal companies ERP system

## PERFORMANCE HIGHLIGHTS

- Extensive experience collaborating with multiple departments including HR, finance, sales, marketing and IT on both a domestic and international level. Not limited to supplies and vendors related to the operations of the company.
- Over 10 years of experience working in high performance organisations.
- Recognised and appraised in providing variety of Director's support tasks that are highly confidential and sensitive.
- Recognized for my ability to build strong relationships and get the job done.
- Ability to negotiate appraised prices and document contracts with suppliers.
- Achieve financial objectives by anticipating requirements, preparing and submitting budget and proposals for overall operational improvements in productivity and efficiency.
- Manage procurement of office inventory, furniture, administrative supplies, shipping/warehouse equipment and company properties.
- A lateral thinker that is solution focussed and hence an ability to rapidly resolve complicated problems and avoid escalation.
- Managed a complete office relocation with minimal downtime.
- Superior event management skills, successfully planned, organised and execute a conference of 36 pax.
- Travel and conduct required site inspections for event venues.
- Recognised for expanded secretarial and administrative duties to a department of 170 headcounts in 2 locations but not limited to effective office management activities and maintain overall upkeep, efficiency and effectiveness of the department.
- Trained and improved department monthly submission of annual leave, replacement leave, medical leave, claims – medical, entertainment, transportation, travel allowance, mobiles and etc according to company policy and procedures.
- First level of approval for all claims before the Director's.
- Developed and maintain proper filing system, safe keeping for all office files, correspondences, reports, projects, proposals and confidential documents and ensuring effective document control for easy access, retrieval & references.

## PROFESSIONAL EXPERIENCE

Office Manager	2011 - 2014
HR & Admin Administrator	2011
Office Administrator	2010

### COLEMAN BRANDS PTY LTD (Regional Office)

#### Personal Assistant

- Continued high quality personal and confidential support to the Country Manager/General Manager, arrange and coordinate business schedules/events and corporate functions, appointments and travel arrangements includes flights, visas, accommodation and incidentals.
- Arranging meetings and appointments, coupled with the organisation skills to coordinate complex travel itineraries.
- Managed local visa requirements.
- Provide full support to the Country Manager/General Manager and his family for all personal matters which includes family relocating to Malaysia. Home searching and requirements, insurances, banking, commuting arrangements and kids school enrolment.

- Time management. Organised and maintain diaries including making appointments, meetings and conferences for both personal and business related affairs or for key deliverables and dates.
- General support and assistance during presentations, maintaining efficient data management and filing systems.
- Prepare confidential and official correspondences, memorandum, agenda and minutes of meeting. Carrying out specific projects and research as and when required.
- Manage all office requirements and an efficient document handling system.
- Perform other duties as assigned and directed by Country Manager/General Manager.
- Manage all travel arrangements, accommodation and meetings/appointments for the Asia Pacific Finance Director's quarterly visits to Asia Pacific (based in Australia).
- Screen all calls and appointments for efficient use of Country Manager/General Managers time.
- Monthly Amex Card coding, matching and processing of the Country Managers company expense card as directed by the Asia Pacific Finance Director.

#### **Office Manager**

- Developed and implemented professional business practices and management to organise all aspects of an efficient and secure office operation.
- Researched and submitted formal proposals for the purchase of computer equipment, mobile phones and appropriate software to meet financial and clerical needs.
- Nominated trainer for other staff members in all facets of computer applications.
- Office compliance & HR Management.
- Developed Standards and KPI's to manage processes, facilitate supervision and promote process improvement whilst embracing a continuous improvement environment.
- Maintained office services by organizing office operations and procedures; preparing payroll; controlling correspondence; designing filing systems; reviewing and approving supply requisitions; assigning and monitoring clerical functions.
- Maintained office efficiency by planning and implementing office systems, layouts, and equipment procurement.
- Maintained professional and technical knowledge by attending hotel events; reviewing professional publications; establishing personal networks; participating in professional societies.
- Achieved financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions when and if required.
- Provide effective communications and relationships with internal and external contacts, ensuring that messages and relations contribute positively to the Company's reputation and credibility.
- Ensure the Local Office adheres to and adopts all of Asia Pacific's Head Office requirements, security and internal controls.
- Efficiently planned and executed an office relocation.
- Facilitate the quarterly audit review of the local office by the Asia Pacific Finance Director. Document and execute any findings to ensure timely execution and internal compliance.
- Monthly Amex Card coding, matching and processing as directed by the Asia Pacific Finance Director.

#### **Finance**

- Monthly EOM, cash flow, forecast, accruals, budget, quarterly funds request from Australia.
- Reporting, record keeping and documentation of business deals, internal audits and budget control. Manage and track funding goals of credit analysis.

- Responsible for all accounting activities, including Accounts Receivable, Accounts Payable, General Ledger and Purchase Request procedures.
- Monthly KPI and variance analysis reporting to the Asia Pacific Finance Director.
- Petty Cash management.
- Employee Expense Reimbursement Control and management.
- General Ledger reconciliations and document control.
- Monthly, Quarterly and annual Forecasting.
- Support the Annual Planning process.
- Funds Request Report.
- Regional Office Registration with MIDA.
- Deloitte engagement in conjunction with the Asia Pacific Finance Director.
- Company bank account set-up, funds monitoring – USD & MYR, reconciliations and FX transfer.
- Submission of Marketing Request Proposals.
- Develop all forms to aid Financial Internal Control.
- Monthly meeting with the Asia Pacific Finance Director on all administrative and office matters.
- Documentation and filing of TPOV's.
- Monthly MYOB reporting and file submission.

#### **Human Resource**

- Managed and attended to all queries & ensured compliance to company policies on Compensation & Benefits.
- Initiate employee benefits and setup of the Regional Office.
- Administered the timely processing of monthly payroll activities in a professional manner whilst ensuring accuracy and the effective communication to the Asia Pacific Finance Director. This includes timely submission of EPF, SOCSO and Income Tax to relevant parties.
- Work with tax consultant on expatriates' tax declaration prior to their departure, responsible for preparing year-end income tax reports for employees (both local employee and expatriate) and Liaise with statutory bodies on payroll related matters.
- Prepare payroll summary reports, annual leave and replacement leave for the Asia Pacific Finance Director's review.
- Administer and monitor employees' claim records to ensure policy adherence and accurate collation and recording.
- Ensure all payroll related transactions are properly charged to respective GL accounts.
- Handle queries relating to payroll administration and processing.
- Maintain proper records and filing of all HR documentation for easy retrieval and reference.
- Ensuring the employee payroll and ad-hoc payments are handled in an efficient, accurate and timely manner.
- Maintain confidentiality at all times and ensure secure record keeping.
- Manage MYOB Payroll module to ensure the accuracy of the system.
- Manage the Regional Office staff performance appraisal cycle to ensure adherence to head office's requirements is timely and accurate.

#### **IT**

- First level PC, printer, network support, office network, LAN, Wi-Fi, telecommunication and etc.
- Setup of PC, emails, mobile phones with IT Support based in China.
- Manage the local office security permissions for remote access to office files.
- Develop and manage the secure backup requirements of all electronic files.

<b>Administrator – Secretary to the Director of RSSD</b> Fujitsu (Malaysia) Sdn. Bhd.	2008 - 2010
<b>Product Executive – Oracle &amp; Citrix (PM)</b> Jardine OneSolution (2001) Sdn Bhd (JOS Distribution)	2008
<b>Business Unit Administrator – Specialty Care (Contract)</b> Schering-Plough Sdn Bhd	2007 - 2008
<b>Account Executive</b> Corbis Images (Malaysia) Sdn. Bhd.	2007
<b>Project Secretary (Contract)</b> Lafarge Asia Sdn. Bhd. (Asia Technical Centre)	2006 - 2007
<b>Operations Executive (Temporary)</b> Connectway Logistics Sdn Bhd	2006
<b>Senior Business Centre Administrator</b> <b>Personal Assistant to Managing Director</b> <b>Channels Executive</b> SMT Smart Media Sdn Bhd @ Smart Central	2003 - 2006
<b>Business Centre Administrator</b> <b>Personal Assistant to Managing Director</b> SMT Smart Media Sdn Bhd @ Smart Central	2001 - 2003
<b>Confidential Secretary to Managing Director</b> Professional & Organisation Development Sdn Bhd	1997 - 2001
<b>Junior Secretary, Reporting to Director and PA</b> MudahJuta Industries Sdn Bhd	1997

## EDUCATION

<b>Bachelor of Business Administration (Honours) Majoring in Marketing</b> Help University College (University of East London)	2001 - 2005
<b>Diploma in Administrative Management (IAM)</b> Stamford College	1996
<b>Diploma in Executive Secretarialship (DES)</b> Stamford College	1996
<b>Private Secretarial Course</b> <b>London Chamber of Commerce &amp; Industry (LCCI) Typewriting – Second Level</b> <b>London Chamber of Commerce &amp; Industry (LCCI) Manuscript Transcription – Third Level</b> Stamford College, PJ	1995

**Sijil Pelajaran Malaysia (SPM)**

1994

Sekolah Menengah St. Bernadette's Convent, Batu Gajah, Perak

**LANGUAGE**

Spoken – English, Bahasa Malaysia, Cantonese, Mandarin

Written – English and Bahasa Malaysia

**REFERENCES**

Available upon request