

**MICHELLE LOW SOCK KHENG**

**Current / Permanent Address**

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| **Permanent Address** : P27, Jalan Meranti,  Taman Setapak  53000 Gombak  Kuala Lumpur  **Tel (Home)** : Nil | **E mail** : lowsockkheng@yahoo.com  **Tel (Mobile)** : 012-3223503 |
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**Personal Particulars**

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| **Age** : 47 years  **Nationality** : Malaysian  **Marital Status** : Single | **Date of Birth** : 1st October 1966  **Gender** : Female  **IC No** : 661001-10-5890  **Religion** : Buddhist |

**Education Background**

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| 1. **Highest Education**   **Level** : Diploma with Distinction  **Name of Institution** : Malaysian Institute of Mgmt  **Graduation Date** : 1993 – 1994 | **Field of Study** : Secretarial  **Location** : Malaysia |
| 1. **Second Highest Education**   **Level** : Certificate, LCCI, Pitman  **Name of Institution** : Bedford Girls School  **Graduation Date** : 1986 – 1987 | **Field of Study** : Secretarial  **Location** : Malaysia |

**Employment History**

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1. **Company Name** : Alcon Laboratories (M) Sdn Bhd

**Position** : Secretary

**Industry** : Healthcare (Pharmaceutical)

**Date** : From 2003 to current

**Work Instruction** : Administration

* Visitors Reception area – well maintained and organized
* Pantry upkeeping – beverages and kitchen utensils besides cleanliness
* Staff noticeboard
* Office renovation and office maintenance
* Office tenancy agreement, company cars, motorbike and van leasing, office equipment repairs, stationery and beverage purchasing.

Human Resources

* Updated staff medical insurance (ING)
* New hirers orientation
* Ensure all employees personal files and records are up todate
* Assist in job advertisements of employment agencies for recruitment
* Organize yearly family day
* Member of Employee Wellness Team
* Prepares all required personnel documentation for new and resigned employees
* Maintain employee handbook and ensure that the information is updated
* Ensure all copies of MBOs are filed each year
* Travel arrangements for regional trainers
* Staff registration for external courses
* Maintain the data in People Soft System (GHRIS)
* Ensure that the training record is updated
* Staff arrangements for overseas training
* Assist in establishing the job description and update HR policies
* Pre employment medical arrangements and follow ups on the results
* Update of annual leave

Secretarial

* Travel arrangements
* Attend to phone calls and door bells
* Provide secretarial support to GM
* Preparing Minutes of Meeting
* Prepare presentation using Power Point
* Coordination of reports from Direct Reports
* Record Retention Program
* Secretarial Support for Regional Office
* Coordinate conferences and meetings for doctors, flight, visa application, accommodation, meeting facility, catering.
* Reports to Expat General Manager
* Attend to all GM’s coordination, administration and day to day matters such as relocation, housing and utilities besides car rental, travel arrangements, expense reports, maid and personal matters

1. **Company Name** : Grand Seasons Hotel Kuala Lumpur and Grand Seasons aVenue

**Position** : Secretary to General Manager

**Industry** : Hotel

**Date** : 1998 to 2003

**Work Instruction** : take minutes, provide secretarial duty to GM, coordination of PR activities, preparation of tenancy agreement, coordinates with department heads and tenants on the day to day operational matters.

1. **Company Name** : American Express (M) Sdn Bhd

**Position** : Sales Coordinator to Director of Marketing and Sales

**Industry** : Service

**Date** : 1991 to 1997

**Work Instruction** : coordinate Ad hoc projects such as sales training. Coordinating workflow between the marketing & sales dept. coordinates daily and monthly sales reports. Assists in organizing sales & marketing internal weekly and monthly meeting. Dictation of minutes and follow-ups on correspondences. Coordinates regional meetings such as the Asia Pacific Regional Meetings. Coordinates training session. Compiles and monitors monthly marketing funds for A&P activities. Coordinates presentations to Regional Headquarters via Graphic Presentation Skills such as Power Point. Generates biweekly/monthly reports for analysis purposes using the computer language – DB2/SQL Language

1. **Company Name** : Collings Hui (M) Sdn Bhd

**Position** : Sales Clerk

**Industry** : Real Estate

**Date** : 1989 to 1991

**Work Instruction** : Provide clerical support to Sales Team.

1. **Company Name** : Temporary jobs

**Position** : Nurse, Kindergarden teacher

**Date** : 1988 to 1989

**Languages**

Spoken : English, BM, Cantonese, Mandarin

Written : English, BM

**Hobbies**

Listening to music, travelling, reading, cooking, gardening

**Preferences**

Availability : 1 month

Expected Salary : negotiable

**Strengths**

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| * Leadership charisma * Dynamic team player * Sense of responsibility * Integrity * Good interaction skills | * Highly organized * Able to multitask * Independent * punctuality |

**References**

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**Name**  : Mr Anjelo Dilranjan Jacob

**Email address**  : Dilranjan.Jacob@gmail.com

**Position** : General Manager

**Relationship** : Ex General Manager of Alcon (currently based in Sri Lanka)

**Name**  : Mr Sik Gim Keat

**Telephone**  : 012-2891312

**Position** : General Manager

**Relationship** : Ex General Manager of Alcon