



MICHAEL WONG

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AREA OF EXPERTISE

- Staffing & Event management
- Staff Induction & Training
- Team Leading
- Client event organiser
- Customer Relations
- Health & Safety Report writing
- Social Media Marketing

QUALIFICATIONS

- NVQ Level 2 Business Administration
- CLAIT
- Certified First Aider

PERSONAL SKILLS

- Time management
- Proactive and assertive
- Organised
- Team player
- Ability to work under pressure
- Verbal & Written Communication skills

COMPUTING SKILLS

- Microsoft Office (Outlook, Word, Excel, Access & PowerPoint)
- Internet Explorer, Chrome, Firefox
- Android, IOS & Apps

PERSONAL SUMMARY

- A highly competent, motivate and enthusiastic floor supervisor with experience of working confidently individually and as part of a team in a busy office and customer facing environment.
- Well organised and proactive in providing timely, efficient & accurate administrative and staffing management to general manager.
- Approachable and able to establish good working and customer relationships with a range of different people.
- Possessing a proven ability to generate innovative ideas to drive the business goals and solutions to problems
- Adapt successfully to changing situations and environments
- Manage time effectively, prioritise tasks and able to work to deadlines

Currently seeking for a suitable opportunity in the administrative area to extend my skills and knowledge gained in my current job and my previous work experience in the field

EMPLOYMENT

FLOOR SUPERVISOR • PRYZM BIRMINGHAM • MAY 2016 – PRESENT

Managing a team of 15 floor staff as well as working as part of a supervision team reporting to the Deputy Manager. Responsible for the day-to-day duties to ensure the business day runs smoothly pre-open til end to drive business goals, by managing staff through planning professionally

Duties:

- Staffing management
- Booking management
- Organise client events
- Invoice handling,
- Deal with client enquiries
- Administrative tasks for the above using MS Office
- Staff induction & training
- Share best business practice with staff at other branches to via training days
- Social Media marketing
- Support senior management

EDUCATION & TRAINING

- **TERRITORIAL ARMY 2006**
Tour of Greece, First aid
Training
- **NUNEATON TRAINING
CENTRE 2002 – 2004**
NVQ Level 2 Business
Admin
First Aid
Health & Safety
Fire & Rescue awareness
- **1999-2002**
GNVQ Intermediate ICT
BTEC First Diploma in
Information Technology
Foundation Programme
MS Office
- **1995-99**
Six GCSEs inc. Maths &
English

REFERENCE

- Available upon request

- Maintain customer relations
- Stocking & handling delivery
- Opening & closing checks of venue
- Handle Health & Safety issues

CO-OWNER • FUSION ENTERTAINMENT • 2015 – PRESENT

One of a business owners of an event organising & hosting business
for special occasions. Main duties include:

- Sales & marketing
- Contacted & viewed potential venues to ensure they are the
best suits for the events
- Coordinated with artists / celebrities / agencies

FLOOR SUPERVISOR • PRYZM NOTTINGHAM • Nov 2014 – MAY 2016

ACTING SUPERVISOR • GATECRASHER BIRMINGHAM • 2012 –2013

FLOOR SUPERVISOR • OCEANA BIRMINGHAM • APR 2010 – FEB 2012

FLOOR SUPERVISOR • LAVA IGNITE COVENTRY • NOV 2008 – APR 2010

CREW SUPERVISOR • JJ'S COVENTRY • MAY 2006 – NOV 2008

ADMINISTRATOR • GALAXY PRINTEX • 2011 – 2012

- Built and maintained CRM database
- Data entry
- Handled payments
- Invoicing
- Sales and purchasing

CLERICAL SUPPORT • FEDEX • OCT 2002 – AUG 2006

- Filing
- Data entry and retrieved data
- Scanning, photocopying, sending and receiving fax
- Customer service
- Matched invoice
- Dealt with internal and external customers on the phone
- Other general administrative duties

SALES PURCHASE LEDGER • FIRSTSERVE TRADE LTD • 2001 – 2002

- Filing
- Handled post
- Data entry
- Call Handling
- Calculations
- Other general administrative duties

FRONT OF HOUSE • GOLDEN HOUSE CHINESE TAKEAWAY (FAMILY BUSINESS) • 1998 – JUL 2017

Cash Handling, orders taking, answered the phone, cleaning, and general kitchen duties.

HOBBIES & OTHER EXPERIENCE

I enjoy playing pool, going out to the cinemas and pubs with friends.

I used to work part time in the Territorial Army, where I had gained a set of skills including leadership & management, problem solving, communicating and organising.

I have done voluntary training course about mortgages, CEMAP learning about lead points and customer services.
