

# YU YOU (GRACE)

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## Dynamic Executive Assistant (EA) | Proven Expertise in Office Management and Strategic Support

Office Management | Financial Controls | HR Processes | Event Coordination | Analytical Thinking

Efficiency-conscious administrator with experience in (and a passion for) executive assistance. Calls upon communication and people management skills to build consensus with staff at all levels. Earned reputation as trusted gatekeeper while providing right-hand support as Executive Assistant (EA). Utilises organisation and planning expertise to balance conflicting priorities in line with deadlines, necessitating a calm and organised approach. Accustomed to managing diaries, correspondence, confidential documentation, and travel / detailed itinerary arrangements while acting as a key conduit between internal / external stakeholders and C-suite level executives. Strong cultural awareness, bilingual skills (English / Mandarin) and a global outlook gained through a unique mix of international experience. Receptive to cutting-edge technologies, including developments in Artificial Intelligence (AI).

### CORE COMPETENCIES

Attention to Detail	Organisation and Planning	Problem Solving
Strategic Planning	Project Management	Interpersonal Communication
Executive Support	Human Resources Management	Event Coordination
Financial Management	Stakeholder Engagement	Team Leadership

**IT Skills:** Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Teams)

### PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

#### TGO LTD, London

##### Office Manager

08.2022-Present

Plan and manage daily operations while proactively enhancing administrative processes within a dynamic office environment. Share organisational skills and proven ability to manage office resources, logistics, and HR responsibilities to ensure seamless operations.

##### *Key achievements*

- Improved financial controls by leading quarterly reporting for Innovation UK projects, contributing to generating over £2,000,000 in revenue.
- Enhanced operational efficiency in a pressure sensor tech company. Led, motivated and provided strategic direction to a team of 40, delivering 15% increase in output alongside a 10% reduction in costs through strategic process improvements.
- Reduced financial discrepancies by reconciling high-volume accounts payable transactions; cut errors by 15%.
- Improved processing times for invoices and expense reports by 30% while maintaining cash flow during a period of rapid growth.
- Redeveloped HR processes to support 33% FTE increase; reduced HR administration time by 20% and enhanced employee onboarding and offboarding procedures.
- Optimised executive operations by supporting CEO and senior leadership; reduced scheduling conflicts 40%.
- Coordinated key company-wide projects and initiatives; facilitated launch of six major programmes, ranging from product introductions to internal events.
- Managed procurement of materials and logistics effectively; oversaw supply chain aligned with commercial demands.
- Organised and managed internal and external company activities, including anniversary events, quarterly meetings, and executive travel arrangements.
- Informed strategic decision-making by accurately handling monthly accounting, audit reports and budget control.

**KONGYU LTD, Shanghai, China**

**Marketing Research Intern**

09.2021-09.2022

Analysed and distilled market trends while enhancing digital content. Demonstrated analytical skills and a proactive approach in a fast-paced marketing environment.

- Maximised online brand visibility and search engine rankings through targeted Search Engine Optimisation (SEO) strategies and content adjustments.
- Collected and analysed market insights, providing input into marketing strategies by identifying trends and consumer preferences.

**ZHANGHUMIAN SILK PRODUCT LTD, China**

**Executive Intern**

01.2019-07.2019

Delivered critical support to senior executives by managing complex schedules while improving operational systems and optimising processes alongside IT staff.

- Achieved 35% increase in system efficiency and a 15% reduction in operational costs through process automation.
- Managed high-volume travel arrangements for the CEO and CFO, ensuring optimal time management and seamless execution of executive responsibilities.
- Handled critical communications and documentation for the CEO, managing emails and important documents within stringent deadlines.

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**EDUCATION AND QUALIFICATIONS**

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**UNIVERSITY OF BIRMINGHAM, Birmingham**

09.2021-09.2022

**MSc Public Administration (Human Resources)**

- Improved awareness of public administration, focusing on human resources (HR), leadership, economic analysis, and financial management.
- Enhanced ability to managing budgets, understanding economic policies, and leading diverse teams.
- Managed project focused on women's political leadership in patriarchal societies, necessitating strong research and critical thinking qualities.
- Completed international public administration exchange and a study tour in Dubai to enhance knowledge of global administrative practices.

**UNIVERSITY OF JINAN, China**

09.2017-07.2021

**BSc (First Class) International Commercial**

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**OTHER EXPERIENCE**

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**DISCOVER AND DISCUSS GROUP, Birmingham | Events Assistant** (2021-2022): Organised and promoted weekly events. Efficiently managed venue arrangements for gatherings with over 20 participants while using social media platforms and personal networks to drive membership by over 30 new members.

**UNIVERSITY STUDENT COUNCIL, China | Director of the Outreach Department** (2018-2019): Empowered a team of over 40 coordinating events and building relationships with other universities and local businesses. Sourced, negotiated and secured over CNY 50,000 in sponsorship from prominent companies, including NetEase Cloud and TikTok. Planned and led six major university-wide events, each attracting over 1,000 attendees, while training staff in business and negotiation skills.

**HIGH SCHOOL UNIONS, China | Executive Assistant (EA)** (2015-2017): Coordinated community volunteer initiatives and major cultural events. Organised four club activities with over 60 participants and facilitated a provincial traditional culture event, attracting more than 500 attendees annually. Enhanced community engagement by providing input into school newspaper content.