

Vivian Zhang

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Job Objective: To obtain **Administrative Assistant** Position with an established company where I can further boost my career in this field.

Highlights of Qualifications:

Deep knowledge of Japanese language and Japanese culture

Sound ability to work in a team

Amazing communication skills in both oral and written forms

Ability to maintain relationships with associates, customers, vendors

Effective decision making skills

Strong problem-solving skills

Excellent communication and effective listening skills

Ability to work a flexible schedule

Work Experience:

General Manager Assistant

Marubeni, Shanghai ,China

May 2011 to Dec. 2013

Providing support and assistance to the GM on corporate operations issues where required.

Plan, organize, direct, coordinate, and supervise functions and activities of the department.

Analyze business results to identify, create and execute actions to improve performance.

Managed all aspects of an effective custodial operations program, including management and hourly personnel, effective labor allocation and financial management.

Develop and recommend account operating budget and ensure the department operates within budget.

Leads and influences staff and managers through effective motivation, leveraging individual strengths to ensure guest satisfaction and maximum productivity.

Establish safe and effective procedures for all tasks and functions that insure the safety and well being of all campus occupants.

Conducts periodic formal and informal performance evaluations for those employees.

Approves purchases of supplies and equipment for use at managed office buildings.

Identify internal promotable and developable executives and associates and make it a priority to make them successful.

General Manager Assistant
Intage Consulting, Shanghai ,China
May 2008 to March. 2011

Provide secretarial support to General Manager
Receive, direct and relay telephone messages
Make travel and hotel arrangement for General Manager
Prepare various internal reports for General Manager
Admin support for General Manager
Assist in planning and preparation of meetings, conferences for General Manager
Organize monthly departments meeting including preparation of topics.
Organize the Board of Director's Meeting including preparing materials, translating during the meeting and the contents, also taking minutes.
Pursue, encourage, comply and exceed all standards, procedures and guidelines.
Regular monitoring, analyzing and enhancing of all established work related processes.

General Manager Assistant
Hitachi Air condition, Shanghai, China
Nov. 2003 to Dec. 2010

Perform daily assistant support of the President including coordination of calendars and schedules to manage meetings/conferences, travels, appointments, and preparation of presentations, and meeting minutes.
Maintain diary of all engagements and scheduling of business activities.
Coordinate and book domestic and international travel.
Interact with Hitachi and external senior executives, managers and peers across multiple functions and business units in multiple geographic locations.
Proactively coordinate and drive the preparation of presentations or review materials for internal and external meetings, including development, collection and assessment of basic inputs and presentation material.
Maintain a library of all presentations given for future reference.

General Manager's office secretary
Ricoh Fax, Shanghai, China
May, 1995 to May, 2000

Provide administrative support to the GM office in a timely and courteous manner
Arrange for and manage material for the GM meetings with staff and clients which requires initiative, industriousness and the ability to work to tight deadlines.

Carry out clerical, phone and administrative responsibilities while simultaneously representing the executive office.

Being detail oriented, have the ability to multitask and be a personable and professional representative of the general manager's office.

Coordinates inter-departmental work projects and serves as a liaison between my boss and other company employees.

Tour guide

Wuxi Youth Travel Agency, China

Sep.1990 to April 1995

Protected the tourists in all aspects during the period of touring.

Maintained and built relationships with all the hotels and restaurants, Bus(car)rental companies

Response to an emergency incident the first time

Check well with air tickets, hotel reservation, restaurants, right food, itinerary

Education

Bachelor's Degree in Naging University

Nanjing, China