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|  | 🞂**Tracy Mak**tracy.mak@gmail.com6120 2003  |

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|  | SummarySeasoned Administrative Officer with extensive experience serving top management in a multi-national environment. Excellent multilingual skills, problem resolution abilities, and a high-level of confidentiality.Areas of Expertise

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| * Administrative Support
 | * Calendar Management
 | * Customer Service
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| * Event Coordination
 | * Project Management
 | * Writing & Editing
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ExperienceAdministrative Officer, MCI International Ltd. May 2012 - PresentAssisted in providing administrative support to the group Vice President and 5 of his department directors. Handled clients’ and employee’s enquiries promptly and courteously via telephone and face-to-face communication. Maintained calendars; coordinated extensive appointments, meetings and travel.**Highlighted Achievements:****Office Management:**Overhauled 3 recordkeeping systems from manual to computer-based; created user-friendly and systematic information management systems which reduced data-retrieval time**Logistics Management:** Coordinated a complex event calendar that included 5 international symposiums annually; ensured all events were successfully executedClient Relationship Management: Introduced PeopleSoft CRM Analytics to the company and generated reports that assisted upper management with faster and more accurate decision makingEducation**University of Hong Kong, 2009-2012**Bachelor of Arts (Honours) in Language and Communication**Computer Skills**Microsoft Office (Word, PowerPoint, Excel, Access, Publisher & SharePoint)**Languages**Cantonese (Native)　　English (Proficient)　　Mandarin (Proficient)　　Spanish (Basic) |