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|  | 🞂**Tracy Mak**  tracy.mak@gmail.com  6120 2003 |

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|  | Summary  Seasoned 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   |  |  |  | | --- | --- | --- | | * Administrative Support | * Calendar Management | * Customer Service | | * Event Coordination | * Project Management | * Writing & Editing |   Experience  Administrative Officer, MCI International Ltd. May 2012 - Present  Assisted 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 executed  Client Relationship Management: Introduced PeopleSoft CRM Analytics to the company and generated reports that assisted upper management with faster and more accurate decision making  Education  **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) |