

▶TRACY MAK

tracy.mak@gmail.com

6120 2003

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)