

# CARMAN MA

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Ma On Shan | 9123 2020 | carman.ma@gmail.com

## SUMMARY

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Performance-driven and reliable administrative professional with 3+ years of experience in organisational support, correspondence and project assistance. Guaranteed efficiency in job duties including payment processing, data input, spreadsheet development and customer service.

## EXPERIENCE

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### **General Clerk, J & L International Limited**

Jun 2013 - Present

- Created and updated 30 sets of product data every day into 5 main computer programs with speed and correctness
- Handled 30+ phone calls daily and created corresponding notifications and reminders for follow-up actions by staff
- Assisted with 25+ word processing projects requiring extensive output of spreadsheets and presentations

### **Data Entry Clerk, BA Travel (HK) Ltd.**

Jun 2011 - May 2013

- Handled day-to-day data entry activities for members, such as membership profile updates and all types of related administration tasks
- Maintained the confidentiality of the daily 20+ incoming company documents in accordance with 15 data security protocols
- Edited and proofread 5 reports daily to be reported to senior managers and highlighted the parts with discrepancies

## EDUCATION

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### **CUHK School of Continuing and Professional Studies, 2009-2011**

Higher Diploma in Business and Corporate Administration

## SKILLS

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Microsoft Office (Word, PowerPoint, Excel & Access)

Chinese word processing (40 wpm)

## LANGUAGES

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Cantonese (Native)

English (Proficient)

Mandarin (Intermediate)