

# RUBY LAM

ruby.lam@gmail.com | 6120 2002

**PROFILE** | Outstanding front desk receptionist offering extensive experience in the management of daily office operations. Expertise in managing high-profile initiatives and critical projects in support of top executives.

**EXPERIENCE** | **Receptionist, Twist International Ltd.**

Jun 2013 - Present

- Managed a multiline telephone system; received and directed the calls to the appropriate staff members
- Greeted all guests and visitors with courtesy and guided them to the appropriate departments and personnel
- Performed a full spectrum of administrative functions, including facilities management, equipment procurement and maintenance
- Handled incoming and outgoing mails, faxes, parcels, and courier packages

**Receptionist, JB Holdings Co. Limited**

May 2012 - May 2013

- Handled incoming calls on the switchboard and transferred them to the required departments and personnel
- Maintained the voice mail box, retrieved messages and forwarded them to the appropriate members
- Updated all telephone/ mail lists and created new mailboxes for new staff

**QUALIFICATIONS** | **CUHK School of Continuing and Professional Studies, 2010-2012**

Higher Diploma in Business and Corporate Administration

**HKU School of Professional and Continuing Education, 2009-2010**

Diploma in Business Administration and Secretarial Studies

**COMPUTER SKILLS** | Microsoft Office (Word, PowerPoint & Excel)  
Chinese word processing (40 wpm)

**LANGUAGES** | Cantonese (Native), English (Proficient), Mandarin (Intermediate)

**AVAILABILITY** | One month's notice