

CECILIA CHAN

Tai Kok Tsui | 6123 2003 | cecilia.chan@gmail.com

SUMMARY

Customer-oriented, performance-driven professional with 3+ years of serving clients who engage in charitable events. Strategic skills in marketing functions and boosting sales with expertise in promoting event objectives to clients.

EXPERIENCE

Donor Service Officer, JP Family Service Centre

Jun 2012 - Present

- Provided support in administrative tasks within the company's service and call centres, such as data entry and filing
- Handled donation transactions and processed the payments within 10 business days after the receipt of money
- Liaised with 20+ overseas branches via phone and email to process the requests of donors with provision of corresponding and accurate information
- Participated in an annual project called "World Helping Campaign" in 2013 that had attracted over 2,000 participants to join
- Served in a subordinate role in hosting 10+ fundraising events both indoors and outdoors in 2011 and 2012

EDUCATION

City University of Hong Kong, 2010-2012

Bachelor of Business Administration (Honours) in Human Resources Management

HKU SPACE Community College, 2008-2010

Associate of Arts in Languages and Humanities - English Studies

SKILLS

Microsoft Office (Word, PowerPoint, Excel & Access)

Adobe Creative Suite (Dreamweaver, Photoshop, Illustrator)

LANGUAGES

Cantonese (Native)

English (Proficient)

Mandarin (Fluent)