

OLIVIA NG

olivia.ng@gmail.com | 9123 2023

PROFILE | Responsible and collaborative facility officer with 3+ years of experience in coordinating office tasks, liaising with external suppliers and monitoring site work with maintenance. Patient and devoted personality to fulfil missions of the company.

EXPERIENCE | **Facility Officer, Caring Arts Centre (CAC)**

Jun 2012 - Present

- Planned, coordinated and supervised maintenance work on the premises, including contacting specialists once a week for updates
- Ensured that site progress was monitored well enough with the fulfilment of standards promptly, usually within 2 weeks
- Assisted in liaising with 10+ experts per case, which included consultants, suppliers and end-users for outsourced contract work

Facility Officer, Kowloon Home for Elderly

May 2011 - Jun 2012

- Monitored the progress of any renovation work within the home to ensure it was up to the standards of the official guidelines
- Provided technical advice to management and resolved problems with respect to maintenance work during the annual renovation
- Took responsibility in about 10+ projects jointly organised by 3 more homes for the elderly to arrange venues
- Recruited security officers and maintained alarm functions on the premises to ensure the safety of the elderly

QUALIFICATIONS | **Hong Kong Polytechnic University, 2008-2011**

Bachelor of Arts (Honours) in Social Policy and Administration

Hong Kong Community College, 2006-2008

Higher Diploma in Service Management

SKILLS | Microsoft Office (Word, PowerPoint, Excel & Access)

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

AVAILABILITY | One month's notice