

Peggy Chua Siew Lian

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Work Experience

Personal Assistant

VR Enterprise (Industry: Trading)

October 2021 to present

Position Level Senior Executive

Provide secretarial and administrative support to Managing Director. Manage diaries, appointments, meeting agenda, minute taking and events. Handle all MD's personal & private matters, daily schedules and meeting agendas.

Provide assistance before and during Online Live Hosting. Conduct online searches and researches when needed by MD. Acting as first point of contact, vetting phone calls, handling incoming emails, parcels, letters and correspondences on behalf of MD.

Arrange travel itineraries, transportation and accommodation for MD and clients. Ensured all instructions given by MD are carried out accordingly. Provide administrative assistance to project management and team members prior to and during launching of events. Track and follow up closely on progress of events from beginning till end.

Manage & update database and filing systems for easy retrievals. Safeguard important contracts and all relevant P&C documents. Maintain strict confidentiality and interact professionally with all level of management, business partners and suppliers.

Liaise and negotiate with suppliers for more cost savings on behalf of company. Take charge of petty cash, issuing invoices, delivery orders and collections.

Manage properties, tenants, prospect viewings and tenancy contracts. Coordinate and negotiate with property managements, agents, lawyers and bankers. Handle contractors and overseeing repairs when needed. Scheduled monthly payments and rental collections.

REASON FOR LEAVING:

BETTER PROSPECT

Personal Assistant to MD

JGC (Malaysia) Sdn Bhd (Industry: Oil & Gas)

February 2014 to January 2019

Position Level Manager

To collate, co-ordinate and execute all entrusted activities professionally while maintaining strict confidentiality at all times. Maintain highest standards of professionalism, integrity and business ethics. Organize and maintain records and files at organizational levels including contracts and legal documents.

Handle incoming emails, faxes and reply professionally on behalf of MD and Director. Co-ordinate and manage MD's daily, weekly meetings & appointments. Receive VIP guests and suppliers on behalf of MD. Assist MD in handling day to day operational matters, tracking deadlines & following up with project team members and then updating MD accordingly.

Arrange and organize travel arrangements (flights, airport pick-ups, hotel accommodation) & itineraries for MD, Top management team from Japan & Senior Managers. Research and source competitive airfares and negotiate hotel accommodation package for MD and staffs.

Manage internal & external communications and Service contracts with local and overseas staffs, vendors and contractors. Proposed cost saving efforts & appropriate recommendation to MD, negotiate and implement cost savings activities for the company.

Handle office tenancy contract, negotiation, oversee construction, provided constructive ideas & suggestions to MD, contractors and Senior ID prior and during reinstatement of office.

Successfully negotiated long term hotel stay packages for project teams from Japan, Philippines & India. Reporting and updating Project Management Team Leader in Japan regularly on progress of negotiations. Assisted project team members upon arrivals and throughout the duration of their stay.

Identify and qualify potential new vendors to secure cost effective sources of products and services. Build and maintain good relationships with vendors/suppliers, overseas colleagues and project leaders. Maintain regular contacts with suppliers on contracts and agreements.

Successfully negotiated office renovation package with great savings. Liaise, supervise and

oversee contractors for all office and home renovation, including relocation of expats.

Liaise and manage real estate agents & owners alike. Successfully negotiated on rental terms and condition on behalf of MD and rented a very specific home address per MD's request and requirements. Successfully managed and monitor the moving and home relocation of Japanese MD to new home. Relocation involves Management office, all vendors on orders, deliveries, installation of TM Unify, Astro, electrical items, etc. Follow up on complaints and maintenance of MD's property with owner, agent & Management office.

Initiate and organize indoor and outdoor functions and events for staffs. Schedule staffs to provide Power point presentation on HSE on monthly basis.

Emcee events and activities in presence of Top Management from Japan office and in Malaysia. Enroll 100% staff participation in internal office competitions and coordinated Health Talk presentation. Uploaded presentation slides onto company's shared folders.

Working closely with HR & Admin Manager to assist on some admin related matters & issues. Research, analyze, summarize and review special projects assigned by MD. Present objectives and recommendation to improve work flow within the company.

Selected as Safety Officer for JGC to compile safety info from respective drivers and concerned parties. Update Monthly, Half Yearly and Yearly Safety Management Reports to local Management and JGC Corporation office in Japan.

Actively participated and assisted in MoU Signing Ceremonies between Client and Company.

REASON FOR LEAVING:

JAPANESE MD & BOARD ADVISOR RETIRED, WENT BACK TO JAPAN.

Secretary to Group CEO & Personal Assistant to Executive Director

Farmcochem Sdn Bhd (Industry: Manufacturing/Production)

April 2006 to October 2013

Position Level Manager

Secretary to Group CEO and Personal Assistant to Executive Director (his son). Played an important and significant role in some decision making on behalf of our Group CEO & ED.

Secretarial duties include drafting letters and replying to mails & correspondences, managing and coordinating appointments and business meetings. Handle confidential matters, minutes taking, maintenance of records & proper filings, travel arrangements, visa application, receiving VIP guests and overseas guests.

Work closely with ED; shared ideas and suggestions, discussed on space & floor planning, seating arrangements, division of staffs, wiring, plug points, moving servers, etc prior to setting up new offices (upsizing and relocation to upscale offices)

Prepare, organize & coordinate overseas trade summits for our Group CEO, ED and Senior Managers. Organize and emcee quarterly and annual sales meetings, team building events, press conferences and social activities for all staffs. In charge of corporate gifts and incentive trips for sales team. Assist Sales team with their marketing plans and promotional ads for Basketball team.

Handle and manage all personal and domestic related matters for Group CEO, ED and their family members eg. housing and car loans, properties, tenants and tenancy contracts, negotiation, licenses, private/ personal banking accounts, credit cards, road tax and insurance renewals. Identify and qualify vendors, service contracts.

Based on trust and honesty, I was assigned to check and monitor Group CEO's personal online banking account and cash flows on a daily basis. Personal cheque books were entrusted in my care to issue payments and follow up on his private investments. Was also responsible to manage important documents such as Wills, Trade Marks Certificates and the safe deposit boxes for CEO & Executive Director.

Visit and liaise with government officers on company grants, document submissions to Pesticide Board & Registry for approvals. Handle and negotiate with bankers, lawyers, real estate agents, suppliers and contractors on company related matters.

Ensure office is clean, properly maintained, repairs & renovation are in tip top conditions. Handle stationery and sundry purchases for 2 offices to ensure it's never out of stocks.

Plan and manage general administration, staff activities, supervise company drivers, arrange schedules for office dispatch, tea lady and cleaners. Manage petty cash, issue vouchers & receipts.

Organize and manage major events namely Group's Annual Events (dinners & trips for Sales Teams, outstation management staffs and factory workers).

Also, assisted to import foreign national basketball players, setting up press conferences and helping out at sporting events.

REASON FOR LEAVING:

TOOK A BREAK.

Customer Service Manager (Distribution Centre)

MacFood Services (M) Sdn Bhd (Industry: Manufacturing/Production)

August 2001 to September 2003

Position Level Manager

As Customer Service Manager at McDonald's Distribution Centre, I took charge of 6 customer service staffs, a shipping clerk and 2 purchasers. Oversee all orders, enquiries, complaints from 260 McD stores throughout Malaysia. We have to ensure that the stores receive quality products and our warehouses never run out of stocks.

Am responsible to investigate and problem solve stores and supplier issues. Performed random visits and checks into McD stores on product storages and cleanliness, etc. Handled complaints and issues on hand, provided immediate solutions to rectify problems on site.

Holds frequent meetings and discussion with suppliers to foster good relationships.

On a quarterly basis, I would assist McD top management team to organize the North and South bound roadshows within Malaysia whereby all Store Consultants and Store Managers (30-50 pax) will gather together for a Q&A session. These sessions were also held to establish and foster good relationships between distribution team and all McD stores, tests on product knowledge and upcoming promotional items and packages. Occasionally, I would be bombarded with loads of questions, complaints and some compliments as well from Store Managers and Store Consultants.

I was on hand to explain the situation, identify the issue and to provide alternative solutions, ways to improvise, problem solve complaints of CS, wrong orders, late deliveries, major incidents, upcoming holidays & promos, etc.

Other duties include recruiting, selecting, orientating, training, assigning, scheduling, coaching,

counselling and disciplining employees. Communicating job expectations to team members, planning, monitoring, maintaining an orderly workflow, reviewing job contributions and appraisals. Was also selected to be a member of the Disciplinary Board by HR Manager.

Check Daily & Weekly Reports, place monthly sales projection orders & purchases to factory, prepare Year-end Departmental Budget plans for submission to MD and Finance Director. Conduct and oversee monthly stock counts with CS and warehouse teams.

REASON FOR LEAVING:
BETTER PROSPECT

Sales Secretary to MD cum Administrator

Bush Boake Allen (M) Sdn Bhd (Industry: Manufacturing/Production)

April 1996 to June 2001

Position Level Senior Executive

Assist Managing Director/Business Development Manager for Indo-China & Indonesia with correspondences and administrative works. Arranged flights, hotel accommodations, meetings and company functions.

Provide sales support to 2 Sales Managers from Flavour & Fragrance divisions with enquiries, sample requests, correspondences, price negotiation and quotation to the customers, handle and problem solved issues with customers and issues relating to Regional HQ.

Was sent to BBA Singapore to attend the Regional Training for Market Products and the Regional Sales & ISO/Safety Training held in an established hotel in Singapore.

As Safety Officer, I had to ensure safety measures are drawn and made known to staffs, fire extinguishers are in place, renewed and cleanliness of office and warehouse are observed.

Manage, plan and purchase stocks from Singapore and Philippines. Perform stock take, oversee warehouse storekeeper, lorry drivers, deliveries, loading and unloading of stocks, tally stocks and updating into accounting system. Update customer profiles, change data where necessary, source latest trends, updating products and new launches into company's shared folders.

Via orders, enquiries and complaints, I have built many good relationships with our customers. Many bosses and purchasers of manufacturers had extended invitation to me to visit their factories as they were keen to see me face to face. Upon hearing this, my MD and American VP in APAC office, Singapore agreed to the invitations. I was given the opportunity to conduct 2/3 times visits per week and to work from the office for the rest of the week. Was successful with

New Wins and businesses for our company.

Due to globalization, our Malaysia office was forced to close down and ceased operation. Singapore team was assigned to take over operational businesses for both countries. During the transition stages, I was engaged and deployed to bring the Singapore team on business trips, meeting existing customers, introducing our local market and business structures here. Assisted the new team throughout process of handover.

REASON FOR LEAVING:

CLOSURE OF MALAYSIA OFFICE DUE TO WORLD WIDE GLOBALIZATION.

MARKETING EXECUTIVE promoted to TEAM LEADER

Promoted again to ADMINISTRATIVE MANAGER

SHAH ALAM MOTORSPORTS PARADISE (SAMP)

Industry Events Management

1990 to 1994

Was scouted by MD of SAMP to join him in running the 1st Malaysian Grand Prix and many more international events (500cc, 250cc motorbikes). Followed by the BMW Supercar Touring Championship at the race track, organizing the International Water Skiing Competition and the London Circus tour held throughout Malaysia.

Started as Marketing Executive and was promoted to Team Leader within 3 months. Was promoted again to Administrative Manager after 2 years of service. While here, my duties were to take charge of the admin and marketing team members, liaising with Advertising Manager, Art Director, Editor and writers, promoting ticket sales, liaising with suppliers, motorbike shop dealers, advertisers, getting sponsorships, managing expats requirements, press conferences, TV crews and reporters. Reporting directly to Managing Director.

REASON FOR LEAVING:

HOME MAKER

Education

Systematic Business School KL

Book Keeping

1978 to 1980

Computer Assisted Learning (CAL)

Microsoft Office package (Excel, Word and Powerpoint)

July 1997 and June 1999

AS 400 IBM System

Bush Boake Allen Singapore

Technical training

21-30 March 2000

Regional Sales Training & ISO/Safety Training in Singapore

Advanced Certification in Physiotherapy

Institute for Inner Studies

Sept 2001 to Aug 2003

ISO 9001:2000 Internal Auditor Training Certificate

16-17 April 2008

T Harv Eker Signature Program

Train the Trainer Certification

14 August 2011

Courses & Seminars

Motivational & Management by Derrick D'Cruz

AsiaWorks Advanced & Leadership Training Program by Mark Hempstead

Skills

- Secretarial
- Multi-tasking
- Customer service
- Problem solving
- Negotiation skills
- Organizational skills
- Computer Literate