

RESUME



Personal Data

Name : *Jayne Ching*

NRIC No. : 890203-93-5058

Date of Birth : 3 February 1989

Birth Place : Hong Kong

Nationality : Malaysian

Permanent Address : 96, Jalan TK1/8, Taman Kinrara, Batu 7, Jalan Puchong, 47100 Puchong, Selangor

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Marital Status : Single

Language Spoken : English, Chinese, Malay, Cantonese

Language Written : English, Chinese, Malay

Profile

More than 7 year experiences with Corporate and SME in personal assistant, secretarial, HR, event, sales and marketing, team management and administration function.

Education

2006 –2010	University Tunku Abdul Rahman (UTAR) Bachelor of Sciences (Biochemistry) 2nd Class Upper (CGPA: 3.016/4)	KL, Malaysia
2001 – 2005	SMK Kepong Baru, Malaysia Science Stream Grade A (SPM: 6 A1's, 3 A2's and 2 B3's)	KL, Malaysia
2014	The Institute Of Childhood Education & Community Education Basic Child Care Course Certificate Pass	KL, Malaysia

Extra-Curricular Activities:

University Tunku Abdul Rahman (UTAR), Malaysia

Society : Dance Club
Position : Dance Sketch Decoration Manager (Year 2007)

SMK Kepong Baru, Malaysia

Society : School Marching Band
Position : Vice President (Year 2005)
Clarinet Section Leader (Year 2003 & 2004)

Society : School Co-op Board
Position : Committee Member (Year 2001 - 2005)

Work History

11/2009 – 5/2011	SCICOM (MSC) Berhad (Business Process Outsourcing: Teleservices)
Position:	
11/2009 – 2/2010	Part Timer
2/2010 – 6/2010	Promoted to Customer Service Executive (Team Lead)
6/2010 – 5/2011	Promoted to Specialist of Operation (Team Supervisor)

Duties:

- **Daily Operations job scope includes:**
 - Filter and ensure that candidate meets the requirement for respective offered programs and recruit the potential candidates through outbound calling.
 - Handle inbound calls to assist candidates whom require additional information on the offered programs.
 - Extract, cleanse contact raw data from client or online database and uploaded to our internal portal system to disseminate to all the Customer Service Admin
 - Distribute contact list to Customer Service Admin and follow up on the quality of the listings to be reported to clients.
 - Send out bulk reminder SMS and emails to candidate and communicate through written correspondence to candidates.

- **Management job scope includes:**
 - Train all new hire of Customer Service Admin and Customer Service Executive on the training, offered job opportunity, soft skills and practical on job training to ensure that the new hire are familiar with the operation.
 - Coach of Customer Service Admin and Customer Service Executive to ensure the quality of the team members in achieving our goal.
 - Assist Operation Manager to liaise with Customer Service Admin and Customer Service Executive to ensure that recruitment target and goal are achieved.

5/2011 – 5/2013 Ins. Legend Corporation Sdn Bhd
(Insurance)

Position: HR cum Secretarial Executive

Duties:

- **HR job scope includes:**
 - Interview of new candidates for administrative and executive level.
 - Handle staff review sessions with administration team.
 - Arrange staff's leave and schedule to maintain admin service level.
- **Secretarial job scope includes:**
 - Take Minutes for Board of Director and Manager meeting.
 - Communicate and disseminate the management's message towards staffs of all levels.
- **Execution of project / event / function:**
 - Prepare, arrange and develop the startup of company's Private Café which includes dealing with interior designer, renovation contractor, sourcing and purchase of all furniture and equipment.
 - Source, prepare and arrange both inbound and outbound incentive trip with travel agencies or directly arrange the accommodation and itinerary.
 - Source, arrange and execute Incentive Award Dinner, Charity Event, Local Celebrity Appearance, Private screening of blockbuster movies and Gala Premiere Movie Event for Business Partners, staff, customers and potential new recruits.
 - Produce company video for in-house usage with Power Director and Vegas Pro software.
- **Training & development:**
 - Training department arrangement which include preparation of all matters related to training conducted in our office by liaising with internal and external trainers.
 - Power Point slides preparation for Group Managing Director for weekly night meeting slides, annual planning slides and product training slides.

6/2013 – 5/2014 Silverlake Sprints Sdn Bhd
(IT)

Position: Project Executive cum Secretary to President

Duties:

- **Secretarial job scope includes:**
 - Travel arrangement including air ticket and accommodation booking for President.
 - Arrange and coordinate meetings and schedules of the President
 - Handle logistic arrangement for team members under the President.
 - Handle monthly claims submission for the President and his driver.
 - Maintain filing system of some confidential documents.
 - Prepare correspondence for the President to be sent out to customers.
- **Project job scope includes:**
 - Internal project code maintenance inclusive of budgeting of expenses, resource assignment, creation and renewal of the code.

- Response to Request for Proposal (RFP) compilation and print out for submission.
- Compile, analyze and finalize Staff appraisal to submit to Human Resource Department.
- **Other Special Assignment includes:**
 - Involved in Annual Dinner committee in-charge of preparation on the materials required and stage manager during the event.

5/2014 – current Tan Chong Management Service Sdn Bhd (Tan Chong Group)
(Automotive)

Position:

5/2014 – 1/2016 Executive Secretary to Chairman / President (Senior Executive Level)
1/2016 – current Executive Secretary to Chairman / President (Promoted to Manager Level)

Duties:

- Ensure and manage the smooth daily operation of the Chairman's / President Office by liaising with all the PAs and Executive Secretary.
- Execute travel arrangement including hotel booking, transportation and accommodation and travel itinerary for both business and personal trip of the Chairman / President.
- Follow up sales and marketing related reports, meetings and event to be submitted and reported to the Chairman / President.
- Understand, review and provide opinion or suggestion on proposal and papers prior to submitting for the Chairman / President's perusal.
- Conduct research, summary and analysis on new business related information for the President.
- Handling customer complains directed to the Chairman / President.
- Prepare minutes to follow up and submit for Chairman / President's review to provide further instruction or suggestion.
- Convey Chairman / President's message and instructions to relevant senior management for further execution and in return convey their feedback to Chairman / President including correspondence reply on behalf of Chairman / President.
- Translate documents and book between English, Malay and Chinese language.
- Handle all ad-hoc duties as assigned by Chairman / President.

Availability _____

Two (2) months notice