

HOLLY WONG

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PROFILE

Results-oriented and customer-driven **Executive Office Administration** student with a record of consistently exceeding expectations to meet both academic and organizational objectives. Exhibits a high level of professionalism and communication skills in all interactions with clients, staff and stakeholders. Demonstrates strong organizational skills with a true understanding for the importance of accuracy, integrity and attention to detail. Effectively manages competing priorities in a busy environment, ensuring the completion of tasks within requested deadlines. Highlights of skills include:

- Workflow planning and prioritization
- Coordinating travel accommodations
- Database and file management
- Office and time management
- Minute-taking and record keeping
- Data entry and spreadsheet applications
- Bookkeeping and budget assistance
- Business document production

SUMMARY OF QUALIFICATIONS

- Trained in coordinating appointments, meetings, conferences and travel arrangements
- Skilled in responding to and relaying communications to assist the flow of information
- Competent in project planning and resource allocation through the use of relevant software
- Qualified to record financial information using prescribed processes and procedures
- Builds and maintains rapport with customers through strong listening and interpersonal skills
- Adept at editing documentation including correspondence, technical reports and presentations
- Contributes to the team goals and actively offers assistance to other team members as needed
- Possesses advanced training in MS Office (Word, Excel, PowerPoint, Access) and QuickBooks
- Languages include: Intermediate French and Spanish

EDUCATION

Office Administration – Executive Diploma Program
Algonquin College, Ottawa, ON

Sept 2015 – Present

- GPA: 3.8/4.0, Dean's Honours List
- Completed 180 hours in executive integrated projects

Ontario Secondary School Diploma
Nepean High School, Ottawa, ON

June 2014

RELATED EXPERIENCE

Executive Integrated Project I and II

Sept – Dec 2016

Office Administration – Executive Diploma Program, Algonquin College, Ottawa, ON

- Assisted a mock client in managing a multitude of office operations to increase productivity
- Accurately composed, transcribed and edited documents from verbal and written instructions
- Coordinated cost-effective domestic travel arrangements and created travel itineraries
- Created distribution lists to send out company questionnaires and business communications
- Utilized Microsoft Excel to create a tracking tool and entered data to generate statistics

Office Assistant

May – Sept 2015

Ottawa Chamber Music Society, Ottawa, ON

- Utilized a wide variety of office software and technology including the Microsoft Office Suite to write correspondence, letters and generate reports
- Organized, collated and printed documents including high volumes of marketing materials
- Built and maintained relationships with stakeholders by providing exceptional client relations
- Validated and re-organized the client database and created focused and targeted mailing lists
- Developed Salesforce reports to streamline typical office procedures

Office Clerk

Jan – May 2015

Riverside Optical Lab Group, Ottawa, ON

- Responded to emails, telephone and in person enquiries; forwarded to the appropriate person
- Provided general information regarding the company to staff, clients and members of the public
- Photocopied and collated documents for distribution, mailing and filing
- Sorted and filed documents according to established filing systems
- Maintained inventory of office supplies and ordered supplies as required

OTHER WORK EXPERIENCE

Sales Generation Manager

Aug 2012 – Present

Tommy Hilfiger, Ottawa, ON

- Complete sales transactions and fulfill competitive monthly sales quotas
- Facilitate onboarding procedures for new employees and provide required training
- Ensure all associates are fulfilling their duties and driving sales
- Execute strategic sales and implementation plans, ensure heightened leverage
- Fulfill and maintain corporate visual merchandising directives and standards
- Record hourly sales analysis and compare with expected sales
- Audit transactions at random for quality control
- Balance cash registers and prepare bank deposits
- Perform outgoing transfers of merchandise

TRAINING & CERTIFICATIONS

Introduction to Microsoft Excel Level 1 & 2

Mar 2016

City of Ottawa

Occupational Health & Safety

Feb 2016

Ontario Ministry of Labour

Accessibility for Ontarians with Disabilities Act (AODA)

Feb 2016

Accessibility Ontario

REFERENCES AVAILABLE UPON REQUEST