



Adeline Ng

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connections

Administration Officer & Personal Assistant to
General Manager

Hong Kong | Information Technology and Services

Current Amadeus Hong Kong
Previous Eclipse Hospitality Group, Han Telecom Co. Ltd., Nakagawa Electronics Limited
Education Hong Kong Baptist University

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Experience

Administration Officer & Personal Assistant to GM

Amadeus Hong Kong

May 2015 – Present (5 months) | Causeway Bay, Hong Kong

Administration Area

- Responsible for general office administration functions such as payment to expenses, office & equipment record maintenance & review office supplies, office budget planning, security system;
- Establish and maintain filing system and assist in other inventory and records control;
- Budget & monitor local & oversea courier services, review contract if necessary;
- Monitor & negotiate with service providers, such as equipment & stationery vendors, building management office, courier company;
- **Plan and organize company events, such as birthday party reunion, Christmas Party & Annual Dinner;**
- **Coordinate mooncake distribution** for GM & Sales Department;
- Coordinate flight ticket & hotel accommodation for colleagues in Hong Kong & Global staffs;
- **Supervise the receptionist & the cleaning lady** to ensure professional services are provided;
- Manage and monitor office renovation projects;
- **Monitor & manage pantry cabinet, stationery & storage room;**
- Update the telephone list, weekly plan, daily/monthly booking,

Personal Assistant Area

- Coordinate with related external/internal parties for appointments, meetings, invitations etc.;
- Handle Pre-trip Report for Business Trip;
- Exhibit registration, organize events, lunch or dinner meeting;
- Handle invoices payment, medical, travel & expenses claim;
- Dealing with incoming email and post, corresponding on behalf of the manager if needed;
- Dealing with General Manager's personal matters.

Senior Administration Officer

Eclipse Hospitality Group

September 2010 – May 2015 (4 years 9 months) | Central, Hong Kong

Administration Area



- Responsible for general office administration functions such as payment to expenses, office & equipment record maintenance & review office supplies, office budget planning, warehouse record keeping;
- Monitor & negotiate with service providers, such as equipment & stationery vendors, building management office, courier company & ecological pest management company;
- Budget & monitor local, Macau & oversea courier services, review contract if necessary;
- Exhibit registration; information research & other coordination for HK & oversea;
- Coordinate ferry ticket, train ticket; flight ticket & hotel accommodation for Management staffs;
- Plan and organize company events, such as Winter Solstice Lunch and CNY lunch reunion;
- Manage pantry cabinet, stationery, washroom and a cleaner;
- Update the telephone list & outlet contact list;

Licensing Area

- Renew BR certificate, Liquor Licence & Restaurant Licence for all outlets;
- Maintain & support HR Manager to build up the licensing filing system;
- Coordinate Hygiene Supervisor / Hygiene Manager & HACCP training course for appointed employee;
- Update name list with FEHD regards nomination manager, hygiene supervisor & manager;
- Update security alarm system name list for all outlets;
- Renew, account transfer & new application of Telephone line, Broadband & NowTV for all outlets & price negotiation;
- Assist & Update Manager Signature list, Manager Operations Manuals & Employee Handbooks.

Ad hoc

- Provide some of the secretarial support to Managing Director, CEO & COO;
- Assist COO's passport renewal;
- Update client data for MD & COO;
- Support Marketing department for Reward Program;
- Handle China Visa application for Management Staffs;
- Prepare meeting material & consolidation for divisional meeting;
- Support Operations for special events & opening when shortage of manpower.

Administration & Marketing Assistant

Han Telecom Co. Ltd.

August 2007 – August 2010 (3 years 1 month) | Fortress Hill, Hong Kong

- Provide some of the secretarial support to Director;
- Prepare sampling, quotations and routine orders follow up;
- Communicate with service providers, such as stationery vendors, building management office;
- Coordinate ferry ticket, train ticket, flight ticket & hotel accommodation;
- Plan and organize company events, such as Mid-autumn Festival, Winter Solstice Lunch, Annual Dinner and CNY lunch reunion;
- Handle vehicle licenses renewal;
- Conduct market research;
- Maintain stationery, pantry & washroom storage;
- Update the telephone list & outlet contact list.

Marketing Coordinator

Nakagawa Electronics Limited

October 2006 – July 2007 (10 months) | Kwun Tong, Hong Kong

- Provide secretarial and administrative work to Sales & Marketing Department;
- Coordinate shipment to overseas clients (United States & Middle East);
- Purchase orders follow up; communicate with clients & manufacturers (e.g. quotation, invoices or other correspondence);
- Handle customer enquiry, coordinate internal and external communication through phone calls.
- Attend & support the electronic exhibition;
- Conduct market research.

Customer Service Officer

Pacific Best Group Investment Ltd.

April 2005 – August 2006 (1 year 5 months) | Richmond, Canada Area

- Process orders & quotations, following up the order status with customers
- Provide secretarial and administrative work to Sales Department at San Francisco;
- Handle customers' enquiries, complaints and feedbacks on phone or through emails;
- Update customer database

- Maintain stationery, pantry & washroom storage;

Skills

Customer Service Teamwork Administration Office Administration
Time Management Marketing Microsoft Excel Microsoft Word PowerPoint
Microsoft Office Outlook Office Management

Education

Hong Kong Baptist University

Studied Diploma of Administrative Management, Administrative

2012 – 2015



Certifications

Certificate of Human Resources Management →

Starting 2011

Certificate of Airport Check-in Agent

Starting 2002

Languages

English

Mandarin

Cantonese

Volunteer Experience & Causes

Causes Adeline cares about:

Animal Welfare
Arts and Culture
Children
Education
Environment
Health
Human Rights
Social Services

Groups