MICHELLE YI

Professional Clerk

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EXECUTIVE SUMMARY

- Professional Clerk with 10 years of experience performing full secretarial duties and clerkship, serving senior executives in top Hong Kong companies
- Strong expertise in online research, data entry, and document management. Played pivotal role in improving existing filing system that significantly reduced 48 man hours per week
- Led migration of paper-based form processing to electronic document management system that improved employees' productivity by 75% and reduced supply cost by 40%

[This section gives a good overview of the candidate. Quantifying the current role also helps give scale to current responsibilities.]

AREAS OF EXPERTISE

Clerkship • Secretarial Duties • **Customer Service** • Data Entry • **Document Filing** • Events Management & Scheduling

[Ensure keywords here mirror those used in the job ad. The first round of vetting is often done by a software scanner. This helps pad the CV with key phrases necessary to get past scanners.]

PROFESSIONAL EXPERIENCE

SENIOR CLERK **Mar 2013—Present**
JUNIOR CLERK **Sep 2010—Feb 2013**
Hong Kong Institute of Management, Hong Kong

- Perform full secretarial and clerkship duties to 20 professors in the Department of Business Administration. Overall in charge of events scheduling and management, attendance tracking, sourcing of substitute teachers, booking conference rooms, and recording of minutes of meetings [Opening line describes candidate's primary responsibilities, and size of team being served.]
- Manage 2 junior clerks in performing general office administrative tasks and facilities management [This line demonstrates the candidate's leadership skills in managing 2 direct reports.]
- Provide excellent customer support by responding timely to students' and parents' enquiries via phone, email, or face to face communication
- Assist with planning, communication, and execution of departmental events and activities

Significant Achievements

- Led migration of paper-based form processing to electronic document management system that improved employees' productivity by 75% and reduced supply cost by 40% [Cite quantifiable metrics to support your achievements. Do, however, be aware of your company confidentiality clause.]
- Played pivotal role in improving existing filing system that significantly reduced 48 man hours per week
- Promoted to Sr. Clerk in 2013 for excellent performance [Don't be shy to mention your promotion. You've earned it!]

PERSONAL ASSISTANT **Feb 2007—Aug 2010**
Apple, Hong Kong

- Performed full personal assistant duties to Sales Director and provided support to 5 sales managers and 40 sales representatives in performing administrative tasks [Simple, clear overview of the job you previously done. No need to go into deep detail about previous workscopes.]
- Managed all aspects of office operations, including facilities and supplies management, event organisation, local and international travel arrangements, and vendor and supplier compliance
- In charge of transcribing, recording, and communicating minutes of meeting

EDUCATION

Organizational Skills
• Vocational Training Council • 2010

Diploma in Info-Communication
• Vocational Training Council • 2006

TECHNICAL SKILLS

Microsoft Word • Microsoft Excel

MISCELLANEOUS INFORMATION

Nationality: Chinese
Languages: Fluent in English, Mandarin and Cantonese
Availability: Immediate

REFERENCES

Available upon request

[There's no need to list your references; if HR is interested in you they will ask you for them.]