APPLE YAN HAU WAI

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Address: Flat F, 9/F, Peninsula Building, 16 Mody Road, Tsim Sha Tsui, Kln

**Objective**

I am sociable enough to communicate with people through different channels. As I am out-going, I can provide support in different activities. I desire a high responsibility job with handling administrative works and communicating with my colleagues.

**Education**

2016 to 2019 The Hong Kong Polytechnic University

BA(Hons) in English for Business and Professional Communication

2014-2016 Hong Kong Community College

Associate in Business (Hospitality Management)

2008-2014 HKSYC&IA Wong Tai Shan Memorial College

All pass in HKDSE on both core and elective subjects

**Working Experience**

May2020 to date Immigration Department Contract Registration Officer

* Process Applications relating to Hong Kong Identity Card matters
* Provide customer service
* Provide general clerical support

Dec2018 to Mar2020 Transport Department Part-Time Transport Service Assistant

* Handle administrative work
* Provide support to staff document
* File in the document

Sep2017 to Feb2018 Masterpiece Education Center Part-Time Tutor

* Provide support on student’s homework
* Teach in Cambridge lessons
* Assist the student on revising

Feb2015 to Oct2018 Marks & Spencer Part-Time Sales Advisor

* Handle customer enquiries
* Provide passionate services
* Handle delivery procedures

**Achievements**

July 2014 Travel Industrial Council of Hong Kong

Registered as Legal Tour Escort

**Activities**

June 2017 HKSYC&IA Wong Tai Shan Memorial College, Tour Escort of the study tour in Korea

* Planned and prepared for the trip
* Ensured the smoothness of the trip
* Guided the students to achieve the objectives of the trip

April 2015 HKSYC&IA Wong Tai Shan Memorial College, Helper of the tour in Taipei

* Assisted the person-in-charge
* Lead my group to complete the missions
* Learnt to act as a team

2012-2014 HKSYC&IA Wong Tai Shan Memorial College, Committee of the Sports events

* Cooperated with different houses of the school
* Learnt to work as a team with different schoolmates
* Handled unexpected incident

**Language Skills**

Spoken: Cantonese, English and Mandarin

Written: Chinese and English

**Computer Skills**

Good in MS Word, Excel and PowerPoint

**Reference:**

Available upon request