

## Wendy Chan

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### Professional Profile:

Degree-educated Sales Administrator with 3 years China and regional experience. Able to increase revenue from existing clients through effective client management processes and exceptional service. Seeking opportunity to use strengths in problem solving and database management within a large organisation. Fluent in English and Cantonese, with Advanced Mandarin certification.

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### Education

Bachelor of Arts (Hons) in Business Administration

**City University of Hong Kong**

1993-1997 (Full Time)

Awarded the Taylor Prize for excellence in Information Systems

Advanced Mandarin Certificate

**Hong Kong Language Learning Centre**

1998

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### Experience

Sales Administrator: (Sept. 1998-Dec. 2001)

**TenTech Industrial Ltd.**

(TenTech Industrial is a Hong Kong listed supplier of raw commercial paints, turnover of HKD50 billion per annum)

Reported to the Sales Managers and worked within a team of 5 staff. Responsible for administering distribution to major international clients such as Henderson Land.

**China/regional exposure:** Traveled to China frequently with my Manager and provided support for sales presentations. Maintained clients in China, Malaysia, Taiwan and Japan.

**Database Management:** Maintained sales records for over 300 product lines. Accurate reporting ensured 8.5 % reduction of wastage within my section over a two-year period.

**Administration and Reporting:** Produced weekly and monthly sales reports using Excel and Access. Provided ad hoc administrative support to the Sales Manager, including preparation of sales presentations, proposals and contracts.

**Problem Solving:** Identified excess overdue delivery claims from Malaysian customers and brought this to the attention of my manager. Worked with him to develop standard complaint documentation and reduced claim response times and costs.

**Customer Relations:** Maintained effective relationships with over 50 clients. Ensured repeat business through regular courtesy calls.

**Documentation:** Completed all L/C, I/E documentation for my customers.

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### Personal Details

Date of birth: 5<sup>th</sup> June 1977.

Single

British Passport Holder

Contributed by:

**DRAKE**  
INTERPRETATION

**Sales Administrator Job Specification:**

- Degree
- 3-5 years experience
- Ability to manage PRC customers
  - Fluent□Mandarin
  - Experience in China trade
- Detail oriented
- Experienced managing databases
- Will solve client problems
- Proficient in shipping/logistics documentation
- Flexible: will take on additional challenges as needed