



Ling Chong

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Skills

- Business analysis and project management skills
- Excellent communication, stakeholder and account management
- Strong work ethic, self-starter with an acute sense of negotiation
- Robust ability to multitask, adapt to continuous shifting priorities and time zones
- Adept learner of new software applications and proficient at building policies for a global audience
- Languages – Fluent Cantonese, basic French
- CRM - Salesforce Admin and Consultancy, Zendesk
- Basic Coding - Python, Java, JavaScript, HTML/CSS
- Computer Software – Microsoft Office and Google Suite, Notion, Slack, Miro, Figma, Pro Tools, Avid
- Management/Workplace Tools – Evolve LMS, Notion, Archibus Asset Management, Pirana CMMS (maintenance management), EHandS (H&S management), EMS (event management), Space IQ and IBM TRIRIGA (space planning)
- Expensing Platforms – Ramp, Payhawk, SAP Concur

Highlights

- Salesforce Certified Administrator, Associate and Triple Star Ranger - Completed Supermums Salesforce Admin and Consultancy Courses and Coding Bootcamp.
- Oversaw the day-to-day operations of two busy Central London offices, and instrumental in the opening and remote management of the Amsterdam office.
- Strategic thought partner in developing policies with the Head of International and stakeholders, navigating complex and region-specific challenges across global offices.
- Managed five direct reports for offices across the UK, providing mentorship and positive team culture.

Experience

Procurement Leaders | Data Operations - Salesforce Administrator, July 2023 - Present

- Focusing on the support and development of the company's CRM, to improve organisational effectiveness.
- Connecting with all areas of the business, using technical, interpersonal, and organisational skills with the ability to communicate effectively with all levels of the company.
- Key responsibilities include owning BAU queries via internal Case Management process, daily admin tasks/maintenance, new user onboarding and user adoption monitoring, creating documentation including the Org's Data Dictionary, managing large data sets with Data Loader, supporting integrations, Salesforce Optimizer and licence management.

Supermums | Salesforce Administrator, November 2022- July 2023

- Certified Salesforce Administrator after completing Salesforce Administrator Professional Development Programme - 20 week course providing 15 hours per week of training with weekly webinars, working assignments and internship.
- Training covered included Sales and Service Cloud, Business Analysis, Data Management, Security, Reports and Dashboards, Custom App Development, Automation, NPSP, Communities, Agile Project Management, AppExchange Tools, Risk Management and System Security, Information Management, GDPR and Dev Capabilities.
- Internship as sole Salesforce Administrator and Consultant at assist Herts Inclusive Theatre to successfully adopt NPSP - Duties included requirements gathering, user support and training, mobile app roll out, sandbox management and deployment, project management, utilising Salesforce Health Check and Optimizer features, mass update of Opportunities, creating reports and customise dashboards, and personalising User Interface.
- Completed Salesforce Consultancy Skills course - 12 week providing group coaching, mentoring and one to one support with training covering Agile Project Management, Business Analysis and Change Management.

Faire | Office Manager & Executive Assistant, February - November 2022

- Primary liaison between building management and Faire to support both sets of policies, managing facilities requests, submitting and escalating service-related issues.
- Space manager - implementing new work and desk policy in a hybrid environment, guidance on best practices and optimising office space for productivity.
- Events and catering programme – sourcing and implementing all office events including bi-weekly happy hours, company parties, Surprise & Delight drops, charity days, as well as in-office lunches and refreshments.
- Office budgets - invoice management, reconciling of corporate card purchases, track spending, and expenses.
- Manage a high-volume calendar for executives across global time zones with diplomacy, discretion, and excellent judgement.
- In charge of all Health and Safety - First Aider and Chief Fire Marshal.

Studio Lambert | Office Facilities Manager & Executive Assistant, June 2019 – January 2022

- Managing front of house/runners' team, all office, soft and hard facilities requirements across London, Manchester and Inverness offices, main point of contact for all suppliers and EA duties for CEO and Creative Director.

- Setting up PPM contracts and ensuring all contracts are upheld including Water Hygiene, AC, Cleaning, Emergency Lighting, Electrical and PAT testing.
- Move manager - liaising with both IT and moving vendors to facilitate office clear out after end of lease
- Health and Safety - COVID representative, chief fire marshal and first aider, organiser of all H&S training (e.g: annual checks and fire drills).
- Security - Managing intruder alarm, keyholding and first emergency contact for out of hours access and security.
- Document important information related to the office systems and controls, e.g., business continuity, security systems, AC systems, suppliers.

Union Visual Effects | Office and Facilities Manager, January 2018 – June 2019

- Managing office move of staff, consolidating two locations to new premises.
- Sourcing and procuring, negotiating, securing and signing off new contracts and services for the new office including PPM and soft and hard facilities including AC, water hygiene, keyholding services, cleaning and waste management.
- Implementation and management of security, phone system, IT equipment and system access of the new premises.
- Project management - overseeing ad hoc projects and administrative support to the senior management team.

The Walt Disney Company | Coordinator & Support Analyst, April 2015 – January 2018

- Provide all necessary PA, administrative and general clerical support to the AV Department including booking and co-ordinating meetings, record keeping, compiling reports, all purchasing requirements and diary management.
- First line technical support for users on multi-system video projection equipment including presentation setups and VCs.
- Coordinate and book all technician support, external contractors and vendors for equipment repair/installations/returns and act as escalation point for any service-related issues.
- IOSH Trained, reviewed RAMs and raised permits to work for all externals working on site.
- Responsible for casual purchasing, invoice reconciliation and budget control as Department Purchase Card holder.

The Walt Disney Company | Facilities Coordinator, June 2011 – April 2015

- Managing the Disney Vodafone Account representing 800 users and Company Car Fleet; responsible for invoicing queries, new account set up and orders.
- Oversaw vendor relationship management, verifying service agreement and quality standards were exceeded through monthly checkpoints.
- Receiving, logging and processing fault calls and requests from building users and managing onsite contractors.
- Provide all necessary PA, administrative and general clerical support to the Facilities Operations and Finance teams including record keeping, budget controls, data entry and filing, account report generation.
- Managing application and approval process relating to the provision of company cars, business phones and business cards ensuring all appropriate policies and correct approvals are obtained before placing any orders.

Angela Mortimer Group & Tate Recruitment | Various Administrator Assignments, February 2010 – June 2011

- PA to the Vice President of Regional Facilities Management EMEA and to the Facilities Manager UK.
- Diary management, organisation of meetings, team socials and assisting with company events.
- Budget and invoice management, including AP and AR duties.

Qualifications

Salesforce Certified Administrator	Salesforce	2023
Salesforce Certified Associate	Salesforce	2023
Agile Essentials, Process and Master Training	Alison	2023
Project Management - Start of the Project Journey	The Open University	2023
Body Language and Introduction to Psychology	The CPD	2023
Level 3 Award in the Principles of Coding	City and Guilds	2023
Python, HTML and CSS Certification Level 1	The CPD	2022
HTML 5 Certification Level 2	The CPD	2022
2:1 BA Hons: Media Production	Staffordshire University	2004

About Me

I am deeply passionate about volunteer and philanthropic work, particularly working with events that foster communal collaboration between multi-generations or abilities, and mentorship. A few of my memorable works include:

- Supporter of *Lendwithcare* to help people in low-income countries to work their way out of poverty
- Volunteering at *Crisis for Christmas* for the Stratford Homeless Shelter
- Participating and volunteering at the 44-mile marathon for Great Ormond Street Hospital
- Mentoring young persons with learning disabilities at Bishop Creighton
- *Magic Me*, a project promoting arts collaboration with senior groups impacted by Alzheimer's and Dementia
- Teaching English, music, arts and crafts to disadvantaged children in Sadhana Forest, India