

ANTHEA CHAN Phuay Xuan

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Personal Profile

I am independent, diplomatic, trustworthy and always have passion to work towards my goals. My current experiences have equipped me with skills on maintaining the high standards in the Retail, Food & Beverage sector. I also possess good event management skills, as I am a detailed person and always think ahead. I would deliver projects and events to allow my clients and guests to have a seamless experience. I enjoy working in teams and am a strong contributor in many of my projects. I am recognized as a strategic thinker and a problem-solver among peers and teachers.

My career aspiration is to work in the Facilities Management industry. I would like to seek out challenges and apply what I have learnt and put it to practice.

Personal Skills & Traits

- Adaptable
- Responsible
- Excellent Organizing
- Problem-Solving Skills
- Good Interpersonal Skills
- Well-mannered and Respectful
- Able to work independently and as a team member

Technical Skills

- Microsoft Office (Words/Excel/PowerPoint)
- AutoCad
- Revit
- Opera

Communication Skills

- English (Written and Spoken)
- Mandarin (Written and Spoken)

Education Summary

Ngee Ann Polytechnic

School of Design & Environment

Diploma in Hotel & Leisure Facilities Management

2021 – current

Cumulative GPA: 3.3247

Completed Modules:

- Business Contract Law
- Building Elements and Technology
- Career and Professional Preparation 1
- Career and Professional Preparation 2
- Communication Essentials
- Electrical Facilities
- Environmental Health and Workplace Safety
- Events Management
- Executive Housekeeping
- Facilities Management Technology and BIM
- Finance Accounting Management
- Food and Beverage
- Front Office Management
- Green Building and Energy Management
- Health and Wellness
- Innovation Made Possible
- Marketing and Consumer Behaviour
- Mechanical Facilities
- Principles of Management
- Security Management and Business Continuity
- Shopping Mall and Strata Management

Jurong West Secondary School

GCE “O” Levels

2017 – 2020

Co-Curricular Activities

Ngee Ann Polytechnic

Rotaract Club, Member

2021 – current

Community service cluster club in Ngee Ann Polytechnic, supporting strong bonds among member and delegated to serving diverse beneficiaries such as elderly, children, migrants’ workers and others.

Jurong West Secondary School

Art Club, Executive Committee Member

2018 – 2019

Logistics-in-charge for the club with several participation in community events like PassionArts Festival, Art Competitions (JQA International Environmental Children Drawing Contest, Singapore Youth Festival Logo and other design competitions)

Awards

- Ngee Ann Polytechnic Core Values Award: Gratitude 2022
- CDC-CCC Education Merit Awards 2018
- Edusave Certificate of Academic Achievement 2018
- Singapore Math Kangaroo Contest 2018, achieve Bronze Award
- Edusave Good Progress Award 2017

Accomplishment

With dedication and careful planning for the recruitment of the CCA, Art Club. Recruiting new members during the CCA Open House, membership grew from 22 to 60 members.

Work Experience

A4 INTERNATIONAL PTE LTD

Property Officer (Internship) ----- Mar 2023 – Aug 2023

- Property Management and Maintenance
 - Manage and maintain estate to ensure safe, good, and operational conditions.
 - Develop, manage, and maintain good relationships with residents, contractors and regulators.
 - Advise and provide guidance to council members and residents of all matters regarding the affairs of the estate and MCST
 - Deal with all inquiries, complaints, reports and correspondence relating to the administration of the Council, its property and subsidiary proprietors following management rules and regulations
 - Ensure the immediate resolution of operational issues and complaints
 - Ensure compliance of relevant legislation, standards and requirements governing the maintenance and management of buildings in.
 - Implement and regulate all instructions, by-laws and laws permitted under the requirements of BMSMA and House rules.
 - Liaise, supervise and conduct routine inspections of the property, grounds, facilities and equipment to ensure that the property is properly maintained and serviced.
 - Prepare, implement and review checklist and preventive maintenance programmes
 - Respond to after office hour emergency calls, messages and emails, take appropriate actions
 - Liaise with council members as well as convene and attend Council Meetings, Annual General meetings and other types of meetings involved
 - Maintain an up-to-date contract overview and evaluate renewals and/or new contracts and agreements and make recommendations prior to expiry and/or purchase of contracts
- Administrative Management
 - Obtain quotations from contractors for repairs, renovations and maintenance works
 - Prepare notices, documents and meeting minutes for Council Meetings, Annual General meetings and other types of meetings involved. Prepare circulars, notices, reminders and/or letter of awareness for residents or for notice display
 - Maintain proper documentations and inventories such as drawings, floor plans, equipment manuals, keys etc. and control the movement of such assets and documents

JACK'S PLACE

Service Crew ----- Mar 2022 – Apr 2022

- Manage cash register, serve the dishes and wait tables
- Taking customers' orders and also assisting orders in deliveries
- Answering the phone to accept reservations or requests for take-out orders
- Setting up and arranging chairs/tables
- Maintain a safe and clean working environment by complying with procedures

PROOFER BOULANGERIE

Cashier ----- Oct 2021 – Nov 2021

- Manage the cash register, cash payment and other various types of payment mode
- Efforts had to be taken to remember the various types of bread and its cost
- Cleanliness was also the main focus, proper standards needed to be taken into consideration

KIDDY PALACE

Cashier ----- Dec 2020

- Manage cash register, cash payment and other various types of payment mode
- Helped out in the toy department, which taught me how to maintain high standards of customer service

ICEWORKS COMMUNICATIONS

Events Executive ----- Feb 2020

- Coordinate stage decorations, photography, digital printout pictures for guests
- Ushering guests to tables
- Work with the restaurant's crew to ensure a seamless experience for guests

Referees

Mr Andrew Lioe

Managing Director

A4 International Pte Ltd

Telephone number: 96727235

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Mr Vasanthan Kasinathan

Deputy manager

Jack's Place

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Ms Kam Suet Ling

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