

# Benestie May Ngo Chan

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“A highly motivated person committed to providing exceptional customer satisfaction.  
Collaborative professional focused on customer-relation. Consistently exceed rigorous expectation.”

## TECHNICAL SKILLS

- Social media marketing platforms and software (i.e., WeChat, Facebook, Instagram)
- Video production and editing skills

## PERSONAL SKILLS

### MANAGEMENT

- Ten years' successful experience as a Marketing Officer at an Education Association with a Language Centre as its project
- Hired and trained staff
- Planned roster and supervised staff

### INITIATIVE

- Set up new systems for enrolment process
- Developed new material for social media to market the Centre
- Changed courses offered system to reduce costs of staffing

### COMMUNICATION

- Replied to and solved student enquiries
- Coached team on customer service and problem solving techniques
- Able to speak, read and write Chinese, Filipino and English (overall IELTS score: 8.0)

## EDUCATION

### University of Saint Joseph – Macau, S.A.R. China

September 2013 to July 2014

### POST-GRADUATE DIPLOMA IN SECONDARY EDUCATION

### Mandarin Training Centre – Taipei, Taiwan

### National Taiwan Normal University

July to September 2013

### MANDARIN CHINESE LANGUAGE TRAINING

### International Teaching English as Foreign Language

### (TEFL) Teacher Training - Distance learning through

<http://www.teflonline.net/>

September to December 2011

### TEACHING ENGLISH AS SECOND LANGUAGE (TESOL)

### CERTIFICATE

### University of Asia and the Pacific – Philippines

June 2001 to May 2005

### BACHELOR OF ARTS IN HUMANITIES WITH

### PROFESSIONAL CERTIFICATE IN MANAGEMENT

## WORK EXPERIENCE

### ENGLISH AS SECOND LANGUAGE INSTRUCTOR

#### Jingdou Language Centre (Macau)

June 2010 to present

- Teach English to Second Language Learners, specifically to young learners, teenagers, and adult students
- Prepare and plan lessons according to the needs of the students

### MARKETING OFFICER

#### Far Eastern Education Association (Macau)

May 2010 to October 2020

- Create and implement marketing strategies, procedures and processes
- Propose marketing plans, develop and execute promotional plans of the Association
- Provide intercultural courses that the staff will need for international seminars and management development programs
- Provide instruction services to learners when needed
- Together with the Management Committee, plan and propose Developmental Events for parents and learners in the main project of FEEA: Jingdou Language Centre
- Supervise current and future projects for supplementary education with holistic formative nature

### MARKETING CONSULTANT

#### Food-4-Less (Philippines)

June 2009 – May 2010

- Evaluated existing practices, did market research and searched opportunities for expansion
- Proposed marketing plans, developed and implemented promotional plans
- Managed advertising strategies
- Reported directly to the company President

### EXECUTIVE ADMINISTRATIVE ASSISTANT

#### Modul Plus Systems Corporation (Philippines)

Dec 2008 – Jun 2009

- Managed, maintained and coordinated the President's schedule, meetings, trips, etc.

- Coordinated the different departments for the operational issues and other requirements
- Worked closely with different departments & accounting teams for related projects
- Filed and retrieved corporate documents, records, and reports
- Prepared responses to correspondence containing routine inquiries
- Performed general office duties and basic book keeping

**PART-TIME ENGLISH RESEARCH ASSISTANT**

**National Taiwan University (Taiwan)**

Oct 2007 – Sept 2008

- Assisted in preparing the materials for lecture
- Assisted in doing research on improving English teaching in Taiwan and other topics related to language learning

**PRIMARY LEVEL TEACHING STAFF**

**PAREF – Rosehill School, Inc. (Philippines)**

May 2006 – Apr 2007

- Taught students in Grades 4 to 6
- English Teacher for several months from Grades 6 to 7
- Class Teacher of Grade 7 (Graduating Class)
- Mentoring to students

**ACCOUNTING STAFF MEMBER**

**PAREF – Rosehill School, Inc. (Philippines)**

May 2006 – Apr 2007

- Prepared and updated the billing statement for each student
- Took charge of the Social Security System and the Medical Health Benefits of the employee

**ACCOUNTING AND ADMINISTRATIVE STAFF**

**City Travel and Tours Corporation (Philippines)**

Jun – Dec 2005

- Prepared daily cash collection and cash position of the Company
- Managed Accounts Receivable in the back office system

**PERSONAL QUALITIES**

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- Ability to train and support staff
  - Good organizational and prioritisation skills
  - Has a strong sense of responsibility and accountability
  - Has a strong stand on honesty, integrity conscientiousness and industriousness
  - Can go on overtime or on call without hesitation
  - Able to run projects from inception to success