

# LIAN BUTLER

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## SUMMARY

Detail-oriented and solutions-focused professional with extensive experience in managing a broad range of operations, including administrative support and assistance, staff training and development, and customer service and support.

## AREA OF EXPERTISE

- **Secretarial Assistance and Support:** Well-organized individual with the ability to assist company directors in managing daily business operations. Proficient in streamlining departmental procedures, coordinating travel arrangements, arranging documents, answering phone calls, maintaining stock, and generating reports.
- **Staff Training and Development:** Demonstrated success in developing the professional abilities of staff through the provision of comprehensive training in an open and motivational environment. Expert in designing effective workflow strategies to achieve and exceed predefined performance targets and goals.
- **Customer Service and Management:** In-depth experience in identifying and resolving a broad range of customer-facing issues to achieve customer satisfaction. Skilled in maintaining superior customer relationships and providing outstanding support to meet and surpass expectations.
- **Additional Strengths:** Possess excellent interpersonal, communication, problem-solving, and negotiation skills with an aptitude to collaborate with colleagues, customers, and management. Proven aptitude to work well under pressure, quickly learn job functions, and effectively handle multiple tasks while remaining calm.

## WORK EXPERIENCE

America Express

Personal Secretary to CMD

Aug 2016 - May 2019

London

Delivered hands-on secretarial and administrative support to managing directors and C-level management by handling extensive travel accommodation and overseeing visa and logistics arrangements. Ensured the smooth execution of daily administrative tasks, such as organizing executive calendars, arranging composite executive meetings and conferences, and arranging company-wide/departmental programs.

- Facilitated senior management in the decision-making process by dealing with expenses claims, preparing monthly reports, and handling settlements.
- Earned service excellence award for delivering outstanding customer service and maintaining customer retention from 85% to 90%.
- Handled office relocation and renovation projects with a budget of \$1M from conception to completion while adhering to corporate guidelines and within stringent deadlines.
- Saved company cost of \$30K by developing and negotiating office contracts with vendors on favorable terms.
- Served as an in-charge to a two-days' regional top management workshop in Hong Kong in an efficient manner.

Bank of America

Personal Secretary to Managing Director

Feb 2015 - Aug 2016

New York

Enhanced office efficiency and productivity through provision of high-quality support by handling office correspondence, prioritizing daily emails, controlling office supplies, and handling office petty cash operation. Performed multiple tasks, such as overseeing travel, visa, and logistics arrangements, arranging calendars, taking meeting minutes, and preparing presentations for senior management.

- Maintained high-satisfaction ratings by providing exceptional customer service through resolving client issues, responding to inquiries, and delivering primary information in a timely fashion.
- Received the acknowledgment of customer service by providing hands-on service while complying with company top-quality customer service rules.

## EDUCATION

Coventry University

BA (Hons) Business Administration

2012

United Kingdom

The University of Hong Kong

Diploma in Business Administration and Secretarial Studies

2011

Hong Kong

# Resume A Review Of Oil And Gas Activity In The United States 1985

**Victor M. Corman**



## **Resume A Review Of Oil And Gas Activity In The United States 1985:**

## **Resume A Review Of Oil And Gas Activity In The United States 1985** Book Review: Unveiling the Power of Words

In some sort of driven by information and connectivity, the power of words has be evident than ever. They have the ability to inspire, provoke, and ignite change. Such could be the essence of the book **Resume A Review Of Oil And Gas Activity In The United States 1985**, a literary masterpiece that delves deep to the significance of words and their affect our lives. Written by a renowned author, this captivating work takes readers on a transformative journey, unraveling the secrets and potential behind every word. In this review, we will explore the book is key themes, examine its writing style, and analyze its overall effect on readers.

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