

Sylvia NG

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Avenue de-Gallatin 10, Geneva, Switzerland



Native Mandarin & Cantonese Speaker
Fluent in English
Intermediate in French (B2) with Ongoing Intensive Courses

WORK EXPERIENCE

Swiss French School
Intensive French Courses

Geneva
January 2022 – Now

Charlotte Tilbury Beauty
Retail Assistant

Hong Kong
June 2018 – August 2020

- Sales reports on sell-in, sell-out & product category; Performance reports on new product launches. Brand expanded from 2 to 5 doors in Hong Kong, 12 POS across DFS Hong Kong & Macau & Sephora Singapore, with opening in Thailand & India in the pipeline before my departure.
- New product forecasting & demand planning with reference to historical sales, market trending & seasonality. Product offering went from less than 300 SKUs to around 350 SKUs in 2 years
- Maintenance of the pricing & assortment lists, new product launch dates & their launch ambitions
- Monthly communication with retailers on new product launches, order placement & sales performance
- Assisted new door opening in DFS & Sephora Singapore
- Store operation backend support
- Annual dinner organisation & arrangement

Cartier – Travel Retail
Personal Assistant to International Travel Retail Director

Hong Kong
February 2016 – January 2018

- Daily & weekly reporting on actual sell-out & sell-in estimate; Monthly definitive results & traffic data for over 20 doors/POS in DFS, CDFG, Everrich & Tasameng
- Agenda management & global business trip arrangement for different directors
- Overseas Travel Retail Seminar arrangement for over 20 pax, including budgeting, negotiations with vendors & event organisation
- T&E proposal & expense claims, PO & Invoice follow-up and other administrative duties

Travel Retail Coordinator

- Stock allocation based on evaluation of stock gap, shipment lead time, sales potential & seasonality
- ECFO, SFY, PLV & CRM orders
- Consignment return from boutiques based on analysis on sales performances
- DFS Bali IDR Project - Project planning for change of currencies from USD to IDR & HKD respectively
- SAP Key User assisting team on system issues with help of SAP Level 2

EDUCATION & QUALIFICATIONS

The Chinese University of Hong Kong (CUHK)
Bsc of Molecular Biotechnology

Hong Kong
2010-2014

St. Edmund's College
A-Levels: Biology, Business Studies & Mathematics
AS Level: Psychology

United Kingdom
2006-2010

Diocesan Girls' School

Hong Kong
2003-2006

REFERENCE

- **Ms Natalia Obolensky**
Former General Manager for Asia Pacific, Charlotte Tilbury Beauty
natalia.obolensky@gmail.com