

JOYCE GOMES

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SKILLS

- Canva
- Xero Accounting Software
- GDS Distribution Systems (Sabre, Apollo, Galileo, Amadeus)
- Microsoft Office (Word, Excel, PowerPoint)
- MYOB
- Event Coordination and Logistics Management

EXPERIENCE

EVENT COORDINATOR

May 2025 - Present

Relish Kitchen Limited

- Managed logistics for domestic and international events under tight deadlines, ensuring compliance with all regulatory requirements.
- Handled 50+ events with business travels and itinerary management for vendors and staff.
- Established over 100 strong client relationships, delivering exceptional service throughout the event planning process.
- Handled crisis management promptly, minimizing negative impacts on events and maintaining client satisfaction.

CURRICULUM ASSISTANT (RACING)

September 2024 - April 2025

The Hong Kong Jockey Club

- Managed multiple concurrent projects and consulted across organizations to determine objectives.
- Collaborated across teams to streamline planning processes, enhancing overall project efficiency.
- Developed innovative resources, ensuring high-quality learning experiences and compliance with educational standards

SUMMER INTERN

July 2024 - August 2024

The Hong Kong Jockey Club

- Analyzed feedback data to identify key training gaps, leading to a 20% improvement in training effectiveness ratings from participants.
- Engaged with 30+ stakeholders to collect feedback, enhancing program effectiveness by 25%.
- Coordinated with team members across departments to foster collaboration and improve client service.
- Considered cost effectiveness, technical feasibility and acceptance to assess or propose sustainability initiatives for horse racing and betting.

ADMINISTRATIVE ASSISTANT

May 2023 - May 2023

Estate Planning Practitioners Limited (EPPLASIA)

- Increased team productivity by 30% by effectively managing communication channels and ensuring timely responses to inquiries, reducing average response time from 24 hours to 2 hours.
- Coordinated company events with a 95% satisfaction rate, enhancing client relationships and repeat business.

- Implemented feedback mechanisms, increasing participant engagement and overall attendee experience.
- Provided administrative support to management staff, including scheduling meetings and appointments, preparing agendas, taking minutes, and maintaining records.

CUSTOMER SERVICE OFFICER

November 2020 - November 2021

Ryze Hong Kong

- Assisted approximately 100+ customers daily in entering and exiting rides and attractions, providing balance support and general directions.
- Operated 5+ rides and attractions according to written guidelines, successfully reducing injuries and ensuring guest safety.
- Promoted safety for 500+ visitors daily and mitigated liability risks by monitoring recreation areas and enforcing rules and safety policies.
- Resolved guest issues for an average of 10 complaints daily by identifying the source of complaints and formulating corrective actions in collaboration with a supervisor.

EDUCATION

BACHELOR OF ARTS (HUMANITIES) IN CULTURE AND MEDIA STUDIES

Jun 2025

Hong Kong Baptist University

ACADEMIC EXCHANGE PROGRAMME

Dec 2023

University of Galway

ASSOCIATE OF ARTS IN LANGUAGES AND HUMANITIES

Aug 2022

HKUSPACE

LANGUAGES

- | | |
|--|---|
| <ul style="list-style-type: none"> • English
Native | <ul style="list-style-type: none"> • Cantonese
Intermediate |
| <ul style="list-style-type: none"> • Chinese (Mandarin)
Beginner | |