

# ELOISE KA YAN LAM

Hong Kong Permanent Resident

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## EDUCATION

### Hong Kong Metropolitan University

Bachelor of Social Science

Honours in Psychology and Mental Health

Sep 2022 - Sep 2026 (Expected)

### SKH Tang Shiu Kin Secondary School

Sep 2016 - Aug2022

## SKILLS

### Hard

- Mental Health First Aid
- Community outreach
- Social media marketing
- Video editing
- Microsoft Office suite

### Soft

- Effective communication
- Patience & resilience
- Rapport building
- Active listening
- Empathy and compassion
- Problem solving
- Critical thinking

## LANGUAGES

- Cantonese (Native)
- Vietnamese (Native)
- English (Proficient)
- Mandarin (Proficient)

## PROFILE

A dedicated and highly motivated Psychology and Mental Health undergraduate student with a strong foundation in psychological principles and practical application. Adapt at communication, problem-solving, and relationship building, with a proven ability to thrive in diverse and fast-paced environments. Actively engaging in community outreach and volunteer initiatives focused on raising mental health awareness. Seeking a role as a counsellor or similar position to leverage my interpersonal and analytical skills and contribute meaningfully to client well-being within a dynamic mental health organization.

## WORK EXPERIENCE

### The Hong Kong Jockey Club

12/2023 - PRESENT

Customer Service Assistant

- Facilitating interactive games and activities for young owners and members on race days.
- Engaging and encouraging customers to participate in games and promotional events.
- Enhancing customer engagement by contacting and inviting customers to exclusive activities.

### Lutheran Centre for the Elderly

06/2025 - 07/2025

Internship

- Assisted staff in planning and executing activities for the elderly.
- Improved communication and teamwork skills in a supportive environment.
- Gained a deeper understanding of elderly care and client needs.

### Christian Family Service Centre

05/2024 - 09/2024

Senior Rehabilitation Worker

- Provided attentive care within disabled residence.
- Developed individualized care plans for patients.
- Ensured timely medication administration and monitoring for patients.
- Facilitated effective communication between various departments and residents' families.

## CERTIFICATION

### The Mental Health Association of Hong Kong

14/06/2024

Mental Health First Aid

## LEADERSHIP AND EXTRA CURRICULAR ACTIVITIES

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### MIND HK

09/2024 - Present

Mental Health Ambassador

- Improving self-understanding, social well-being, and positive emotions of the community.
- Organizing and facilitating mental health promotion activities and workshops, effectively engaging the student body in mental wellness discussions.
- Collaborating with the Student Affairs Office and community organizations to implement mental health campaigns, enhancing program effectiveness and community engagement.

### The Amber Foundation

09/2025 - Present

EMPOWER - Cohort #8

- Participating in career-focused workshops designed to enhance professional skills tailored for ethnically diverse young women in Hong Kong.
- Collaborating with senior professionals and Group Leaders from targeted industries.
- Building a strong professional network and gaining mentorship to support career development and success.

### Youth Connect Baptist Oi Kwan Social Service

09/2025 - Present

U-Connect

- Building employment networks through diverse collaborative platforms.
- Assisting growth and the realization of diverse talents through the combination of personal development coaching and job training.
- Fostering connections with industry specialists to bridge skill gaps and meet market demands.

### Hong Kong Metropolitan University

02/2025 - 09/2025

Dream Builder Scheme

- Completed intensive professional trainings to prepare for a successful transition to the workplace.
- Engaged in exclusive networking opportunities to build a strong professional network and gain real-world market insights.
- Developed strong personal branding skills to enhance market competitiveness.

## VOLUNTEERING

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### SideBySide

Side By Side Hackathon

03/2025

- Collaborated with ex-offenders to develop innovative solutions for real-world healthcare challenges.

### Hong Kong Metropolitan University

Joyful Companion Wellness Carnival

23/11/2024

- Promoted public awareness of physical and mental well-being and reduced social stigma towards mental illness.

同行健康路

25/10/2024

- Educated primary school students on emotional regulation and mental health fundamentals, successfully cultivating a more expressive and accepting attitude toward all emotions.

### Lutheran Centre for the Elderly

Understanding Dementia Through Community Engagement

12/10/2024

- Conducted targeted community outreach to screen for early dementia symptoms among elderly individuals living alone or with distant family, accurately documenting and reporting findings back to the organization.