

A strongly trustworthy fighter who excels in management, shoulders responsibilities within and beyond, embraces challenges and stays positive and adventurous with the sense of ownership always

Marcia Long
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Language: Chinese, English, French

✓ Personal traits:

Strong/Creative/Pragmatic/Committed/Methodical/T eam-player, dedicated, adventurous, motivated, self-disciplined, and goal-oriented, innovative, creative in thinking and can explore problems from different angles.

EDUCATION MAASTRICHT UNIVERSITY 01/2022-2023--MBA (ONLINE)

HUNAN UNIVERSITY OF SCIENCE AND TECHNOLOGY 09/2010-06/2014

Bachelor-Human resources management

CAREER EXPERIENCE

Business Consultant Freelance 03/2022-now

• Real estate agent start-up company project-strategic management, PESTEL analysis, marketing

FALCON COATINGS LTD General Manager (Accra, Ghana, Africa) 04/2017- 03/2022

- General operation (marketing, HRM, procurement, sales etc.);
- Contributed 30% of annual sales with Chinese customers, 80% as of 2021, negotiated, signed and successfully completed multiple millions of Ghana cedis projects;
- Established a well-known brand awareness in Chinese community;
- Established a more systematic management including recruitment process, business process, performance assessment, marketing/sales channels expansion, 50% procurement cost saving of 1 major raw material, compensation management, sales analysis;
- Facilitated establishing a new profit model from manufacturing and sales to integrated sales and installation project undertaking;
- Customer management of multiple nationalities, such as India, Ghana, Italy, China, Lebanon, etc., management of orders, customer feedback etc., established VIP customer end of year reward system which helped increase customer loyalty and satisfaction, successfully resolved multiple customer crises, and maintained good customer relationships.
- Core competences: ability to deal with volatility, uncertainty, complexity, and ambiguity, execution, initiative, independence, perseverance, honesty, critical thinking, self-regulation.

CHINA HARBOUR General Manager, HuangJi Chinese restaurant), Ghana 04/2016 - 03/2017

- Completed the establishment of the restaurant in renovation, furniture, legal certifications acquiring, recruiting and training of all employees, salary management, exploring and finalizing supplier resources;
- Helped reach 10k Ghana cedis daily income through online marketing and satisfying customer service.

HR Manager & Business Assistant, Sawla-Fufuso Highway Project

- Ensured supply of local employee resources on site, managed salary system without any mistake, ensured
 economic and prompt materials procurement for both daily life and site, successfully received multiple
 consultant inspection of project, maintained good relationship with government departments, successfully
 completed corrections and maintenance projects;
- Successfully organized multiple festival parties to enrich Chinese employees after-work life abroad.
- ♦ Core competences: multi-tasking, bravery, zest, optimism.

CHENGXIN EXCAVATOR PARTS Business assistant (Dunkwa, Ghana) 11/2015 - 03/2016

- Responsible for employee visas, arrange travels and accommodation, conduct orientation trainings;
- Translation and docking with local government departments (English/Chinese);
- ♦ Core competences: valor, adventure, modesty, curiosity.

ONLINE STUDIES ON ALISON, EDX, LINKEDIN E LEARNING: Architecture, critical thinking, six sigma, project management, product development, negotiation etc.

Skills: Microsoft office, Tableau, SAP ERP, business process development, project management

Certifications: Balanced Scorecard Professional, HRM Grade 3, IELTS 7, SA8000 Internal Auditor, Driving license, Tableau fundamentals, Advanced Diploma in sustainable architecture

Referral:

Kristy Yang: https://www.linkedin.com/in/kristy-tianhong-yang-721363b

Hans Blankenburgh:

https://www.linkedin.com/in/blankenburgh

Foxconn (China) Social and Environmental Responsibility Specialist

• Responsible for SER management, systems maintenance (SA8000, APPLE COC, Labor's law etc.);

03/2014 - 05/2015

- Conducted many times Internal SER audits as the team leader relating to human rights, working hours, working conditions, health and safety etc.);
- Received many times Customers' audits (APPLE, ITS, GOLDER, ILO etc.) successfully.
- Wrote audit reports and supervised corrections on defects.
- Successfully conducted multiple times of Employee orientation trainings.
- Completed 1st session of Employee English training of over 100 students with 95% graduation rate.
- Successfully assisted and organized multiple times company events (festivals, sports events etc.)
- ♦ Core competences: humility, inquisitiveness, quick-learner, energy.

[PROJECT MANAGEMENT EXPERIENCE (associated with Falcon coatings LTD)]

- ➤ Ghana technical school paint supply project09/2020 -01/2022Scope: Sales contract of paintsTotal value: 2 million Ghana cedis➤ Polychangda Ghana military dormitory paint supply project10/2021-03/2022Scope: Sales contract of paintsTotal value: 1.5 million Ghana cedis➤ Ghana international mall09/2019- 03/2022Scope: Painting contractTotal value 1 million Ghana cedis
- Achievements and proven skills: major revenue contribution, sustainable customer relationships, project planning, execution, monitoring, coordination, delivering.