

# AMY KONG

North York, Ontario | 416-708-1235 | maymaykong4@gmail.com

## PROFESSIONAL SUMMARY

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Accomplished Administrative Professional with over 10 years of progressive experience in residential property management and customer service. Recognized for strong financial administration, vendor management, and operational support, with a proven track record of enhancing efficiency and service quality. Adept at fostering positive resident relations, supporting executive leadership with precision, and driving organizational success. Trilingual in English, Cantonese, and Mandarin, with the ability to navigate complex, fast-paced environments with professionalism and discretion.

## PROFESSIONAL EXPERIENCE

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### Condo Administrator | DEL Property Management

Nov 2015 – Dec 2025

Provide comprehensive administrative and operational support to the Property Manager, Board of Directors, and residents in a high-volume condominium environment. Oversee day-to-day office management, resident relations, financial processing, and vendor coordination to ensure efficient operations and exceptional service delivery. Key responsibilities include:

- **Administrative Support:** Prepare correspondence, reports, financial documents, and board communications; manage calendars, records, and filing systems; issue access credentials (fobs, parking passes) and maintain owner/resident registers.
- **Resident & Vendor Coordination:** Serve as primary point of contact for residents, addressing inquiries, complaints, and urgent issues with professionalism; schedule repairs and follow up with contractors to ensure timely resolution.
- **Operational Oversight:** Conduct property inspections with the Property Manager, direct maintenance staff, prepare work orders, and oversee office supply procurement to support seamless operations.
- **Financial Administration:** Process accounts receivable/payable, prepare monthly common charge payments, track in-suite maintenance charges, reconcile purchase/work orders with invoices, and assist with payroll timesheets.

**Achievements:** Recognized for consistently improving operational efficiency, strengthening resident satisfaction, and providing reliable support to property leadership in managing complex, fast-paced condominium operations.

### Receptionist | CCSYR

2011 – 2012

- Supported the Senior Executive Assistant with administrative tasks, including processing cheques, managing office supply requests, and coordinating print materials.
- Provided clerical support to staff members through filing, faxing, photocopying, and handling day-to-day office operations.

### Accounting Clerk | Sarku Japan

2008 – 2009

- Processed accounts payable and prepared journal entries to support accurate financial reporting.
- Calculated employee salary increases and vacation pay in compliance with company policies.
- Monitored client contracts to track expiry and renewal status, ensuring timely follow-up.

## EDUCATION

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Certification in Marketing | University of Toronto | 2012 – 2014

Administrative Business Diploma | Centennial College | 2005 – 2007

CMRAO Limited License

## SKILLS

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Time Management • Project Management • Customer Relationship Management • Excellent Planning & Organizational Skills • Adaptability • Anticipating Problems & Forward Thinking • Proficient in Microsoft Word & Excel • Fast & Accurate Typing (40+ WPM, Data Entry)