



DAWN CHIA SIAM MUI

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🌐 Singapore Citizen

Positive Administrator with 28 years of experience in a wide spectrum of administrative and secretarial functions. Adaptable self-starter and collaborative team player who possesses transferable skills and knowledge. Detail-oriented and meticulous. Proactive in anticipating and identifying the needs and concerns of stakeholders. Experienced working with C-Suite Leaders, local and global teams in various industries and across different time zones.

Skills & Competencies

IT Skills

- Microsoft 365
- Google Workspace
- ChatGPT / Perplexity
- Canva
- Oracle
- Web Conferencing Tools (Cisco Webex, Zoom, Skype for Business, Polycom Video and Cisco Telepresence)
- Social Media – TikTok, Discord

Other Skills & Competencies

- Compliance and Documentation
- Office Management
- Events & Facilities Management
- Database Management
- Vendor and Sourcing Management
- Sustainability Initiatives
- High Emotional Intelligence
- Great Time Management
- Attention to Detail
- Collaborative Team Player with strong interpersonal skills
- Skilled in managing High level communication with Discretion, Diplomacy and Confidentiality

Language Proficiency

Written & Spoken:

- English
- Chinese

Spoken Only:

- Teochew
- Malay

Professional Experience

Aglaia Family Office Pte Ltd – SME

Sep 2025 – Jan 2026

Senior Client Experience Executive

- Managing detailed calendaring for Client & her Family
- Arranging international luxurious travels via commercial / private jets (Client, Family & Pet)
- Managing local relocation + entire apartment renovation
- Managing client’s memberships with YPO, INSEAD, 67 Pall Mall
- Submitting Client’s Expenses Claims and managing payments & receipts
- Dealing with internal and external stakeholders

Amway – Largest Direct Selling Company – \$8 Billion

Jun 2021 – Aug 2025

Executive Assistant to Chief Operating Officer (formerly Regional President-Asia, Chief Strategy & Corp. Development Officer)

- Maintaining a Proven Track Record of Exceptional Performance Appraisal for the past four years
- Managing detailed calendaring (three different time zones – Asia, Europe & US) for 1:1 Meetings / F2F Meetings / Group Meetings
- Managing Top/Global management meetings held in Singapore and Asia (e.g. Accommodations, Welcome Receptions, Local Transfers, Day to Day Meetings arrangements)
- Arranging international travels (Asia, Europe and United States)
- Approving Expenses Claims / Internal Requisitions / Travel Requests (Proxy Approver)

- Managing daily operations in the Global Office - Singapore and supporting sustainability initiatives
- Supporting regional office renovation/setup in 2024
- Working closely with AmCham (American Chamber of Commerce), YPO (Young Presidents' Organization), STB (Singapore Tourism Board) and EDB (Singapore Economic Development Board)

Bank of America – 13th Largest Company in the World - \$308.51 Billion

Mar 2020 – Feb 2021

Executive Assistant (Contract Role)

- Six Months Contract extended to One Year Contract due to good work performance
- Handled the full spectrum of administrative work and providing support to a team of six bankers
 - Managing their calendars and scheduling meetings
 - Submitting their expenses claims on time through concur
- Ensured that all procedures and processes are performed in accordance with the compliance policies and regulatory requirements
- Arranged teleconference, ZOOM and Webex meetings across different time zones

Tupperware Brands

Sep 2016 – Dec 2019

Executive Assistant to Group President and Chief Financial Officer, Asia Pacific

- Provided full administrative support (travel arrangements, calendar management and coordinating scheduled teleconference/video calls with Asia, Europe and United States)
- Experienced in managing multiple calendars with different time zones
- Saved traveling time through detailed and experienced travel planning
- Organized and detailed all travel arrangements to ensure minimum traveling/connecting time
- Reduced airfare expenditures by initiating corporate airfares scheme with Singapore Airlines
- Reduced service fees with corporate travel agent and maintained competitive rates with hotels through skilled negotiation
- Identified as a proactive team player who was able to work across different business units and cultures
- Bridged the connection between the Group President and her team
- Prepared and organized presentation slides while working with different teams to obtain necessary data
- Initiated annual team building event that improved morale and teamwork among the executive assistants in Asia Pacific
- Managed tight datelines for projects and efficiency in setting reminders (verbally, written or calendar reminders) to remind my reporting manager
- Dedicated and trained to organize last meeting meetings and events (example: CEO was supposed to travel to China for APAC meeting. She was re-routed to Singapore due to political issues in China and I was tasked to arrange for logistics support and meetings arrangements over the weekend)
- Played a key role in office renovation in 2018.

UL Solutions - Global Safety Science - \$13.49 Billion

Jun 2014 – Sep 2016

Executive Assistant to Senior Vice President, Asia Pacific and General Manager, ASEAN

- Provided full administrative support (example: travel arrangements, calendar management and coordinating scheduled calls with different time zones)
- Managed Senior Vice President's complexed and ever changing calendar
- Managed the local administrative team
- Organized and managed off/on-site meetings and conferences with updated agenda and recording of accurate minutes with followed up actions
- Key achievements:
 - Managed office major renovation in 2015 for 100+ employees with 100% usability of computers, workstations, meeting rooms and pantry area on move-in day
 - Proven track record in administering and organising company's major events/activities within a given budget:
 - 2014: Singapore Grand Prix Formula 1 Night Race
 - 2014: HSBC Women's Champions at Sentosa Golf Club

- 2015: Three days off-site meeting in Jakarta, Indonesia
- 2015: Core team meeting in Hanoi, Vietnam
- 2015: Singapore Grand Prix Formula 1 Night Race
- 2015: HSBC Women's Champions at Sentosa Golf Club

Del Monte Pacific Limited – Owned by Campos Family (Philippines)

Nov 2009 – Jun 2014

Executive Secretary to Board of Directors and Senior Vice President

- Performed secretarial support to the Senior Vice President in Singapore office
- Organized complexed travel arrangements and effectively handled last minute flights amendments and cancellations
- Prepared medical claims and ensured that all claims are reimbursed and accounted for (dealt with international insurance companies – Aetna and Global Healthcare insurance)
- Assisted in tax related matters (local and overseas) with tax agency
- Arranged and set up video conferencing for Board of Directors meetings
- Organized and managed team building events locally and overseas
- Handled all Board of Directors meetings held in Singapore, Malaysia, India and United States
- Responsible for company's participation in international exhibition - Europe in 2011-2012 (ANUGA in Germany and SIAL in France). Handled the booth set up arrangement and freighting of all food samples required during the fair

Career Summary

Organisation	Designation	Term
Aglaia Family Office Pte Ltd	Senior Client Experience Executive	Sep 2025 – Jan 2026
Amway – Access Business Group Singapore Pte Ltd	Executive Assistant to Regional President – Asia, Chief Strategy & Corp. Development Officer	Jun 2021 – Dec 2024
	Executive Assistant to COO	Jan 2025 – Aug 2025
Bank of America	Executive Assistant	Mar 2020 – Feb 2021
Tupperware Brands Asia Pacific Pte Ltd	Executive Assistant to Group President and Chief Financial Officer, Asia Pacific	Sep 2016 – Dec 2019
UL International – Singapore Pte Ltd	Executive Assistant to Senior Vice President, Asia Pacific and General Manager, ASEAN	Jun 2014 – Sep 2016
Del Monte Pacific Limited	Executive Secretary to Board of Directors and Senior Vice President	Nov 2009 – Jun 2014
DLF Trust Management Pte Ltd	Executive Assistant to CEO	Nov 2007 – Nov 2009
Pacific Star China Pte Ltd	Executive Secretary to Chairman	May 2007 – Nov 2007
Ringling Bros. – Barnum & Bailey International Inc.	Secretary to Vice President and Directors, Asia Pacific	Jan 2001 – May 2007
Favor International Pte Ltd	Administrative Assistant to Director	Aug 1998 – Dec 2000

Educational Qualification

Bachelor of Commerce <i>with specialisation in Marketing & Public Relations</i>	2002
Curtain University of Technology (Australia)	
Diploma of Higher Education in European Marketing	1998
University of Lincolnshire & Humberside (England)	
Diploma in Business	1998
Temasek Polytechnic	
GCE O Level	1993
CHIJ St. Joseph's Convent	

Other Information

Notice Period	Negotiable
Marital Status	Married with a teenage daughter