

King Leung, CHANG

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Career prospect

Experienced and dedicated professional in community engagement, stakeholder management, and project coordination. Proven track record in managing community projects, resolving disputes, and building effective relationships. Multilingual and adept at working in diverse cultural environments. Seeking a Community Relations Manager role to leverage my experience in community development, strategic communication, and advocacy.

Skills

- Project Management: Planning, organizing, and executing projects; budgeting; task delegation
- Communication: Verbal and written communication; stakeholder engagement; client relations
- Problem-Solving: Analytical thinking; issue resolution; decision-making
- Interpersonal Skills: Team collaboration; client interaction; community engagement

Experience

Production Operative

English Provender Company, UK via Rapid Personnel, UK (10/2022 – 02/2023)

- **Instruction implementation with use of IT**: Prepared and allocated individually and collectively ingredients at quantities as prescribed on computational platform
- **Hygiene protocol observation**: Complied strictly with hygienic policies of food industry, including wearing of PPE, differentiation of tools, etc.
- **Basic warehouse duties**: Located goods by reading labels, administering pallet jacks

Chief Secretary to District Councillor

North District Council, Hong Kong (01/2016 – 10/2020)

- **Strategy planning and executing**: Enlarged re-election winning margins from 4% to 28.1% through correct positioning, magnifying comparative advantage and consistent implementation of strategy
- **Office management**: Reduced significantly Councillor's management time by supervising office administrations, delegating tasks to 2 colleagues and training 2 interns
- **Compliance supervision**: Achieved 100% compliance of public bodies code of conduct and respect of Data Protection laws in force with regular regulatory updates and constant vigilance
- **Customer relations**: Cemented and expanded supporter base by cultivating and developing relations with constituents through competent stakeholder management
- **Case management**: Delivered solutions to over 1000 cases of complaints, disputes and community issues thanks to active listening, proper use of toolkit and coordination with external parties
- **External communication**: Safeguarded office's professional image by respecting protocols and tonality in official correspondence, and effective articulation in community communication materials
- **Legal support**: Won 1 labour dispute counterclaim and reversed 3 insurance rejection or avoidance cases with document drafting, pre-trial preparation in collaboration with external pro bono practitioner

Committee Member to Council

District Minor Work and Environmental Development Committee, North District Council, Hong Kong (01/2017 – 12/2019)

- **Appraisal and Advisory**: Appraised local environmental improvement projects and provided detailed feedback to council members, government officials, and work undertakers

- **Public Speaking:** Presented in 18 bi-monthly committee meetings, participating in discussions of local administration

Private Tutor

Self-employed, Hong Kong (09/2008 – 08/2015)

- Guided students to solidify understanding and preparing for real world scenarios (Main subjects: Math, English, Physics)

Education

LLB Exams

University of London – United Kingdom (self-study, 05/2024 session)

- **Legal research:** Deepened understandings using legal databases like Lexis-Nexus, Westlaw, etc.
 - Public Law (grade: upper second – “very good understanding”)
 - Criminal Law (grade: third – “adequate understanding”)

Master 1 & 2 in Projects in International and European Cultural Engineering

University of Burgundy Franche-Comté - Dijon, France (09/2021 – 08/2024)

- **International collaboration:** Team-worked on projects with students from 12 different countries, enhancing multicultural engagement skills
- **Project planning:** Conceptualised and presented individually and collectively 4 major cultural projects according to EU funding criteria through ideation and work design using GANTT charts and logic frames
- **Budgeting and MEL:** Created budget spreadsheets, acquired Monitoring, Evaluation, and Learning (MEL) concepts

Erasmus mobility exchange

Ca' Foscari University of Venice – Italy (02/2023 – 07/2023 : 6 months)

- **Research design and implementation:** Collectively planned for, implemented and presented survey on apparel consuming behaviour among university students in Italy
- **Market Communication:** Received course on language pragmatics with studies on marketing and advertisement use of languages
- **Leadership:** Discussed about the essential challenges of remote leadership in a 5000-word essay

Professional Diploma in Counselling

* see [Hong Kong Qualifications Framework](#) level 5, equiv. to bachelor's degree level

School of Continue Education, Hong Kong Baptist University - Hong Kong (04/2019 – 07/2020)

- **Relationship building:** Explored skills in communicating empathy, rapport building, behaviour changing
- Understanding the psychological causes of behaviours and the underlying schema of thoughts
- Courses: Cognitive Behavioural Therapy, Abnormal Psychology, Marriage and Family Counselling

Certificate in Public Relations Writing

The Hong Kong Management Association - Hong Kong (01/2018 – 5/2018)

- **Communication planning:** Trained for and applied stakeholder identification, planning process, production precautions to exercises simulating practical situations based on fact sheets and sundry information

Certificate in Marketing and Brand Building

Certificate in Buyer and Consumer Behaviours

School of Continue Education, Hong Kong Baptist University - Hong Kong (08/2013 – 12/2013)

- **Marketing knowledge:** Theoretical trainings in market analysis and marketing workflow
- Collaborative survey, drafting and presentation of brand building proposal

Bachelor of Arts in Japanese Studies

The Chinese University of Hong Kong - Hong Kong (09/2003 – 07/2007)

- Societal Understanding of Japanese culture, society and norms

- Intensive Japanese language training

Languages

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| English – Advanced (C1) | Cantonese – Native | Japanese – Upper intermediate (N2) |
| French – Upper intermediate (B2) | Mandarin – Native | Italian – Intermediate |

IT Proficiency

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| Microsoft Office | Excel (vlookup, pivot tables) |
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Other Information

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| Relocation ready and international travel welcome | UK share code and NI available |
| Immediate availability | |