



Louis Mak

Operations & Client Experience Specialist | Bridging People, Processes, and Care

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"Let's find out a little more about what I do"

I help organizations deliver exceptional human experiences by blending operations expertise, empathy, and clinical know-how. With 10+ years spanning healthcare, luxury retail, and client services, I thrive on building smooth workflows, empowering teams, and creating meaningful connections with clients and patients. Currently, I'm expanding my toolkit with a Diploma in Psychology, sharpening my ability to support people at every level.

■ What have I Done So Far

- **Clinic Operations Leadership** — Orchestrated daily clinic workflows at Osler Health, balancing patient flow, staff schedules, and administrative demands. By redesigning check-in and follow-up processes, reduced waiting times and gave clinicians more face-to-face time with patients, while strengthening teamwork across the front desk, nurses, and doctors.
- **Frontline Patient Care** — Acted as the first point of contact for patients, managing triage and performing phlebotomy with accuracy and empathy. Maintained calm under pressure during peak periods, ensuring patients felt reassured and attended to quickly—contributing directly to the clinic's reputation for seamless, compassionate care.
- **Human-Centered IT Support** — Implemented HR and operations platforms (Employment Hero, Plato EMR) and created step-by-step onboarding guides tailored for non-technical staff. Bridged the gap between tech systems and everyday workflows, making adoption frictionless and empowering staff to feel confident with new tools.
- **Luxury Retail Growth** — At Louis Vuitton, nurtured high-value client relationships by blending in-store hospitality with digital touchpoints. Used clienteling apps and bespoke digital

experiences to personalize interactions, which deepened loyalty and translated into measurable sales uplift during key campaigns.

- **Training & Empowerment** — Designed and led onboarding sessions for new hires and refresher workshops for existing staff. Focused on building confidence, consistency, and service empathy—resulting in stronger team cohesion, improved service standards, and reduced training ramp-up time.

■ Career Highlights

Assistant Clinic In-Charge | Osler Health International (2024 – Present)

- Oversee daily clinic operations, staff schedules, and service excellence.
- Guide colleagues while liaising with management.
- Perform patient triage and phlebotomy, supporting seamless frontline care.

Patient Service Executive & IT Coordinator | Osler Health International (2022 – Present)

- Onboard patients, coordinate referrals, and manage medical records.
- Provide IT support, onboarding, and troubleshooting for clinic systems.
- Trained in triage and blood taking, enhancing quality of patient care.

Digital Client Advisor | Louis Vuitton (2021 – 2022)

- Delivered luxury experiences digitally; resolved complex client concerns.
- Used CRM storytelling to drive repeat engagement and sales.

Email Administrator | Healthy 365 Campaign (2019 – 2020)

- Managed large-scale public health communications, PDPA-trained.

Stylist & Merchandiser | Suitsupply, Leonard Paris, Ziegler Shoes (2013 – 2019)

- Crafted personalized styling and visual brand displays.

■ Core Skills

- **Clinical Support** — Skilled in patient triage and phlebotomy, balancing clinical precision with a reassuring bedside manner. Experienced in onboarding patients into new care pathways, ensuring smooth integration into medical systems and reducing anxiety during first visits.
- **HR & Operations Support** — Adept at staff rostering, workflow development, and process optimization. Known for identifying bottlenecks and creating practical solutions that balance operational efficiency with staff wellbeing.
- **Patient Care & Client Engagement** — Strong communicator with a track record of building trust through active listening and empathy. Experienced in managing both clinical patients and luxury retail clients, tailoring communication across multiple channels (in-person, phone, email, digital platforms).
- **Team Training & Onboarding** — Comfortable leading group sessions or one-on-one mentoring. Focused on knowledge transfer, quality assurance, and building confidence in new hires, ensuring teams not only learn the “how” but also the “why” behind processes.
- **IT Coordination & System Setup** — Hands-on experience with medical and HR systems (Plato, Employment Hero), as well as standard tools (MS Office, shared drives). Known for translating technical setups into team-friendly guides that make system adoption smooth for staff at all levels.

Language & Education

Languages

- English (Fluent)
- Chinese (Spoken & Written)

Education & Certifications

- Diploma in Psychology (Ongoing) – Temasek Polytechnic
- Phlebotomy – HMI Institute
- O-Level, IGCSE, PSLE

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