

## **ABOUT ME**

With over 5 years in logistics and supply chain management, I specialize in optimizing operations and reducing costs. My leadership style emphasizes teamwork and innovation, driving cross-functional teams to exceed goals. I thrive in dynamic environments, leveraging analytical skills to achieve sustainable growth and operational excellence.

## WORK EXPERIENCES

# **Logistics Leader**

Ves4all vietnam

- ✓ Build Logistics Database: Master HS Code Data, Carrier contact info, Logistics Quotation, Duty Fee, Logistics Network, Training Docs
- ✓ Expanding to a New Market: Selecting a Forwarder and Developing a Standard Operating Procedure
- ✓ Work closely with forwarder, warehouse team for daily operations to ensure smooth logistics flow (OTIF)
- ✓ Set up KPI and manage performance of 3PL and work with them for improvement plan and as well as prepare the back-up plan
- ✓ 3PL Training & employee onboarding
- ✓ Manage overall operation expenses: Duty Fee, Ocean Freight, Delivery Fee... propose cost-effective and efficient solutions, shorten leadtime options.
- ✓ Monitoring team performance
- ✓ Project Management: Successfully set-up Bonded Warehouse, Internal Logistics System, Ocean Rate Fixed Rate one-year contract...
- ✓ Work with Finance and Planning Team for Logistics Budget Planning

## **Senior Executive Logistics**

#### Yes4ll Vietnam

Sep 2022 - Dec 2022

- ✓ Work with Warehouse to record container arrival time, allocate container destination, control unloading time, monitor restocking time.
- ✓ Work closely with Forwarder for smooth operation, update Ocean Freight quotation, US delivery charge, charge explanation, HS Code instruction and logistics situation, negotiation to reduce total logistics fee
- ✓ Monitor bond, shipment in pipeline, shipment schedule and give notice to relevant parties.
- ✓ Ensure tax, duty fee is correctly calculated
- ✓ Work with purchasing team to confirm booking completion and on-time capacity as well as collect the related documents for shipping and customs clearance
- ✓ Update delivery status and documentation on external and internal systems
- ✓ Work closely with broker for daily operations to ensure smooth logistics flow (OTIF)
- ✓ Manage the overall and step-by-step performance of broker and work with them for improvement plan and as well as prepare the back-up plan
- ✓ Process and manage payment to broker on-time, work with Finance and Accounting team for payment scheduling and cash out forecast vs realization

#### Yes4all Vietnam

- √ Monitored supplier's production process and organized suitable shipping schedules to ensure all orders were delivered within the negotiated period, resulting in the average OTIF rate per vendor exceeding 98%.
- ✓ Built and maintained the internal team's inventory tracking file to control stock level at suppliers' warehouse under storage capacity, providing other stakeholders with about 99% accuracy of available inventory by SKUs.
- ✓ Studied requirements and updates in both current and newly-established channels by collaborating with external stakeholders and attending monthly training from Amazon, facilitating the stable operation of internal team and suppliers.
- ✓ Developed a risk management process for the internal team to enhance the team's performance indicators, achieving all the team's targetted KPI with 100% of order processing rate and no operational chargebacks incurred.
- ✓ Receive and handle demand, calculate container load and optimize container.
- ✓ Prepare all require information and data for purchasing operation to create and process the order include but not limited to product, pricing, tax, vendor information and related agreements.
- √ Vendor Training for booking system, Amazon guideline for container loading, labeling.
- ✓ Work with Warehouse to resolve issues about damage & shortage products.
- ✓ Work with Finance and Accounting team for payment scheduling and cash out forecast vs realization.

#### **Logistics Executive**

Samsung SDS

Aug 2019 - Mar 2021

- ✓ Receive order from Samsung factory, supervise unloading plan of warehouse and delivery on time to meet production plan.
- ✓ Control DEM/DET to avoid any additional fee and warn any additional fees, delay shipment to purchasing
- ✓ Re-check B/L and AN, contact with Forwarder and Carrier if any issues happen.
- ✓ Summarize total fees and collect all invoices to complete monthly payment.
- ✓ Working with SEHC factory about damaged container, support Outbound to re-use inbound container.
- ✓ Collecting EDO, push to finish custom clearance at port, communicate with CC team and OPS team for any
- ✓ Daily report, explain new apply rule, traffic situation to SEHC.

#### **EDUCATION**

#### International Economics Relations

**VNUHCM - University of Economics and Law** 

Bachelor's degree

2014 - 2018

### SKILLS

Operations Management

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**Project Management** 

Logistics Engineering

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Team Leadership

### **REFERENCES**

Jessica Duyen Pham Senior Operations Manager

Phone:

Tran Sy Anh Tuan

Vice President - Sales & Operations

Phone:

# **CERTIFICATES**

2018: IELTS 6.5

2016: B Certificate of MS Office with 9/10 score

2014: 760 TOEIC Certificate

# **PRIZES AND AWARDS**

Reward

Yes4all

### **PROJECTS**

### **3PL Warehousing Project:**

2023 - 2024

Set up Inbound SOP for 3PL and Trucker

FBA Project 2022 - 2024

Study policy and import regulation of FBA Channel for International Country such as: Italia, UAE, Canada, Mexico, Japan.

### **Internal system Project**

2023 - 2024

Work with IT team to successfully launch Purchase Order Management System

#### Ocean Freight Fixed Rate Project

2024 - 2024

Calculate Logistics Budget Planning & proposed export volume for Fixed Rate Contract

#### **Bonded Warehouse Project**

2024 - 2024

Study regulation and set up SOP for Bonded Warehouse.