

VERNICE POH

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PROFESSIONAL SUMMARY

Enthusiastic and ambitious customer service specialist with wide-spread transferable skills in management, sales, and operations. Exceptional ability to connect with people and understand their wants, needs, and desires and delivering legendary service on every interaction.

EDUCATION

2020	Diploma: Maritime Business
	• Singapore Polytechnic - Singapore, Dover
2016	GCE "O" Level Certificate: Secondary School
	• Springfield Secondary School - Singapore, Tampines

Achievements

2010	Youth Olympic Game Performer
2012	Star Scholarship Progress Award
2012	Good Progress Award
2013	Bursary Award
2013	Academic Achievement Award
2013	Girl Brigade Singapore Gold National Community Quest
2013- 2014	Rock Climbing Module
2013- 2014	Academic Star Award
2014	Traditional Chinese Medicine Camp

Achievement on the following modules:

E-Commerce (Portnet / Trade-net)	A
Port Management	A
Internship Programme	A
Maritime Law	B+
Financial Management In shipping	B+
Logistic Management	B+
Ship Operations	B
Ship Management	B

EMPLOYMENT HISTORY

Intern, Can Traders & Shipping Services Pte Ltd

March ,2018- september 2018
Kaki bukit , singapore

- Use computers for various applications, such as database management or word processing.
- Perform payroll functions, such as maintaining timekeeping information and processing and submitting payroll.
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals. Responsible for specific shipping projects.
- Manage filings of specific doc , handles LC, PO and Delivery order, order processing and invoices

Retail Event helper, Popular Book Store

May. 2017 – Jun. 2017
Singapore, Tampines

- Demonstrate or explain products, methods, or services to persuade customers to purchase products or use services.
- Sell products being promoted and records of sales.
- Set up and arrange displays or demonstration areas to attract the attention of prospective customers.
- Suggest specific product purchases to meet customers' needs.
- Visit trade shows, stores, community organizations, or other venues to demonstrate products or services or to answer questions from potential customers.

Brand Promoter, Gillette Shaver

Nov. 2016 – Dec. 2016
Singapore, Pasir Ris

- Coordinate or participate in promotional activities or trade shows, working with developers, advertisers, or production managers, to market products or services.
- Conduct research and interviews to determine which of a product's selling features should be promoted.
- Consult with buying personnel to gain advice regarding the types of products or services expected to be in demand.

Student Helper, Raffles Student Care

Dec
Singapore, pasir ris

- Adapt teaching methods and instructional materials to meet students' varying needs, abilities, and interests.
- Assign and grade class work and homework.
- Observe and evaluate students' work to determine progress and make suggestions for improvement.

ITOCHU Singapore Pte Ltd

March - september
Tanjong pagar , Singapore

- Prepare shipping documents and invoices
- Process Letter of Credit and negotiation
- Liaise with shipping lines and customers
- Verify invoices received from suppliers
- Create purchase orders and send them to chosen vendors
- Supervise orders and determine if product quantity is sufficient. Make appropriate adjustments to orders as needed
- Prepare and maintain purchasing reports, records, and updated price lists
- Track delivery times and market , and report any issues with product or delivery
- Monitor status of orders and contracts
- Calculate all order and inventory costs and evaluate invoices for funding trading reports and marketing research

Sept. 2019
Singapore, Marina Circuit

Banquet server, Formula one

- worked to achieve the high customer satisfaction rates by providing optimal customer service
- Helped to increase customer return rates by providing excellent customer service at all times.
- worked as a server during overflow periods
- worked as a team member to achieve the highest level of customer service
- worked in accordance with all health and safety standards to promote wellness and the most enjoyable dining experiences possible
- Maintained the highest standards of safety and hygiene throughout the suite as per regulations

SKILLS

Microsoft Power Point

Mandarin Chinese

Skillful

Microsoft Excel

Spoken
Written

Skillful

Microsoft Word

English
Spoken
Written