

# Poko Shih | Logistics & Operations Leader



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## Career Overview

An efficient, results-focused operations leader with over 8 years’ experience in transport and logistic planning, seeking next professional challenge.

## Career Snapshot

|           |                |                      |
|-----------|----------------|----------------------|
| Coles     | Duty Manager   | June 16 - Present    |
| AOPEN INC | Sales Engineer | March 17 – August 19 |

## Education

|   |             |
|---|-------------|
| Monash University                               |             |
| (Bachelor of Aerospace Engineering and Science) | 2012 - 2018 |
| Doncaster Secondary College                     | 2009 – 2011 |

## Key Strengths

- Exceptional work ethic and drive
- 8+ years logistics and transport leadership experience in operational roles
- Experienced in managing daily operations KPI
- Strong knowledge in forecasting
- Digital focus and IT driven
- Constant focus on safety, people, and performance
- Ability to communicate clearly and concisely, both verbally and in writing
- Negotiation and influencing skills
- Building stakeholder relationships including colleagues, suppliers, and customers

## Professional Profile

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Dynamic professional with progressive experience in streamlining operations. Competent in building and managing highly effective teams and generating consensus across multiple functions to achieve business success. Skilled in driving change management initiatives and improving workflow processes to meet stringent deadlines. Excellent interpersonal skills with expertise in interacting with customers, building relationships based on trust and rapport, and formulating solutions to address their problems. **Core Competencies Include:**

- Effective Planning
- Personnel Training and Leadership
- Process / System Improvement
- Operations Analysis / Management
- Customer and Employee Engagement
- Client Experience Management

## Professional Experience

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### **COLES ONLINE • Cremorne • 2017 to Present**

#### **DUTY MANAGER**

Administer day-to-day operations by scheduling work assignments, setting priorities, and directing work of colleagues to ensure timely completion of customer orders. Implement effective management plans to drive significant efficiency increase. Generated efficiency reports for team member to provide training accordingly. Maintain regular engagement with employees and customers to ensure delivery of superior customer service.

#### **Key Accomplishment:**

- Supervised and coached team of 140 to 160 members, evaluated team performance, assessed training needs, and conducted training sessions to improve productivity.

### **AOPEN INC. • Cremorne • 2017 to 2019**

#### **SALES ENGINEER**

Provided effective system support, based on customers' needs assessment while collaborating with internal sales team. Optimised pre-sales and post-sales activities to improve customer experience and receive positive feedback from clients. Served as a point of liaison between customers and engineers to deliver results-driven solutions to clients' problems.

#### **Key Accomplishments:**

- Executed Google cloud platform-based projects from conception to finalisation while ensuring completion of deliverables within strict time, quality, and budget constraints.
- Implemented and maintained technical systems to clients in alignment with requirements specifications by conducting solutions testing prior to final delivery.