

DONN YAM

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CAREER SUMMARY

Supply Chain Director • Intrapreneur • People Developer

- **An innovative, flexible and curious** supply chain professional with broad range of skills and 15+ years experience influencing business results through strong project leadership, exceptional customer service and a relentless focus on the bottom line in both the private and public sector
- **A culturally-sensitive and growth-driven** leader who works hard to mentor regional team to accomplish at least 90% of potential while managing stakeholder priorities and able to originate new approaches to develop effective solutions
- **An agile, systems and design thinking oriented** decision-maker who harnesses technology and data to develop actionable intelligence, use a holistic approach to achieve 99% optimal outcomes and is not afraid to run controlled pilots

SKILLS

- | | | |
|----------------------|--------------------------|--------------------------|
| ▪ Strategic planning | ▪ Microsoft office | ▪ Digital transformation |
| ▪ Listening | ▪ Balancing risks | ▪ People development |
| ▪ Presenting | ▪ Simplifying complexity | ▪ Negotiating |
| ▪ Communicating | ▪ Managing stakeholders | ▪ Collaborating |
| ▪ Coaching | ▪ Gender awareness | ▪ Encouraging change |

PROFESSIONAL EXPERIENCE

Asia El Futuro Pte Ltd,

2020 – Present

Boutique consultancy

Senior Consultant (Supply Chain and Technology)

Freelance consultant advising clients from Latin America on expansion into Asia

- **Instituted cost-effective solution** that reduced product delivery lead-time by >28 days, creating competitive advantage for establishing a beachhead in Asia
- **Collaborated with key suppliers** to facilitate knowledge transfer and permit receipt of costing data for calculations within 12 hours

OMT Holdings Pte Ltd,

2019 – 2020

Privately-held Mexican FMCG with operations in Latin America, Europe and Asia

Supply Chain Director

Headhunted to set up logistics network within Asia to support market expansion. Covid-19 caused temporary suspension of Asia expansion

- **Established new supply base** in Asia with better quality resulting in up to 35% savings in key materials
- **Implemented Sales and Operations Planning (S&OP)** process which resulted in efficiency improvements of >20%

- **Devised global manufacturing strategy** to allow 100% supply of existing markets as well planned expansion to new markets

Land Transport Authority (LTA) Singapore,

2016 – 2019

Statutory board controlling Singapore's land transport network

Manager (Bus Assets) | Manager (Bus Infrastructure Development)

The bus assets division is the asset steward for the government-owned public bus fleet

Procured >1000 new buses and evaluated new technologies to improve the efficiency, effectiveness and safety of public buses

- **Promoted** within 2 years for delivering successful outcomes in complex projects
- **Developed world's first** stroller restraint system (safety-device) for public buses and installed in >5000 public buses in Singapore
- **Coordinated and facilitated** the attainment of ISO55001 certification within 1 year for the Bus and Infrastructure Assets (BIA) sub-group within LTA's Public Transport group
- **Presented asset management policy and strategy** to the LTA Board and also selected 100% of time to represent division to external organizations

Greene, Tweed & Co Pte Ltd,

2011 – 2016

Privately-owned American engineered elastomer, thermoplastic and thermoplastic composite company serving the aerospace, energy, semiconductor, oil & gas and defence industries for >150 years

Senior Sales Support | Customer Service Manager

Recruited to lead and stabilize the customer service team supporting Asia (excluding Korea/Japan) Improved efficiency and effectiveness for the team through projects such as automating purchase order process within SAP (>8 man-hours saved per week)

- **Initiated inventory management project** that realized a 30% reduction in working capital requirements
- **Coached team** on both personal and professional objectives leading to overall better work-life balance and reduced absenteeism 100%

Taiyo Yuden Singapore Pte Ltd,

2007 – 2011

Public-listed Japanese materials and electronics company that helped pioneer recordable CD technology along with Sony and Philips

Supply Management Section Manager

Led the customer service (order fulfilment) and distribution control (freight and 3PL management) teams to provide client-focused and cost-effective supply to customers in Asia excluding Japan, Korea and Taiwan

- **Led the cross-functional team** in setting up new warehouses in Thailand and the Philippines, resolving >95% of operational issues within 60 days
- **Collaborated with vendors** on projects to control logistics cost to be less than 4% of revenue
- **Engaged clients** to address quality and/or supply issues and achieve customer satisfaction score >85%

EDUCATION

Master of Professional Accounting,

University of Southern Queensland, Toowoomba, AUSTRALIA

High distinctions for Commercial Law and Corporations Law

Bachelor of Business Administration, (Logistics, Operations Management and Human Resources)

National University of Singapore, Singapore

Founded the Logistics Management Society and was inaugural vice-chairperson

Professional Certificate, (Fintech Senior Developer)

National University of Singapore, Singapore

GCE A Levels,

Hwa Chong Junior College

GCE O Levels,

River Valley High School