

VALERIE NEO



EDUCATION

DEGREE DIPLOMA IN BUSINESS ADMINISTRATION
INSTITUTION PSB Corporation, Singapore
GRATUATION DATE October 2003

CERTIFICATE INDUSTRIAL TECHNICIAN CERTIFICATE (ITC)
FIELD OF STUDY Electronic Engineering
INSTITUTION ITE MacPherson, Singapore
GRATUATION DATE June 1994



EMPLOYMENT HISTORY

COMPANY HLY VALUE PTE LTD
POSITION Sales Executive
PERIOD August 2018 – Present
RESPONSIBILITIES

- Ensure customers' orders are fulfilled accurately and on time.
- Responsible for the backend operations and claims process with the vendor.
- To review & streamline current processes and drive for consistency and improvement:
 - (a) Sales Order
 - (b) Purchase Order
 - (c) Goods Returns (GRA) / Change Amendments (CAA)
 - (d) Credit Memo / Debit Memo
 - (e) Acceptable Customer Order form (official PO or Verbal PO)
- Generate new business through outbound calls and follow up on incoming sales leads.
- Handles all sales inquiries (telephone and mail).
- Dealing Payroll, Work Permit & Employment Pass Application
- Preparation of IR8S for workers.
- Chasing payment and preparation of Sales Report, AR & AP.
- Making cold calls or reaching out to prospects.
- Providing support for clients by learning about and satisfying their needs.
- Handling complaints and negotiations.

COMPANY ADITEC PTE LTD
POSITION Sales Manager
PERIOD August 2017 - July 2018
RESPONSIBILITIES

- Establishes sales objectives by forecasting and developing annual sales quotas and projecting expected sales volume and profit for existing and new products.
- Maintains sales volume, product mix, and selling price by keeping current with supply and demand, changing trends, economic indicators, and competitors.
- Establishes and adjusts selling prices by monitoring costs, competition, and supply and demand.
- Completes national sales operational requirements by scheduling and assigning employees; and following up on work results.

ABOUT ME

FULL NAME
Valerie Neo Chiew Yen

D.O.B.
January 09, 1973

GENDER
Female

NATIONALITY
Singaporean

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Block 201 Petir Road
Singapore 670201

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+65 9423 7835

- To review & streamline current processes and drive for consistency and improvement:
 - (a) Sales Order
 - (b) Purchase Order
 - (c) Goods Returns (GRA) / Change Amendments (CAA)
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 - (e) Acceptable Customer Order form (official PO or Verbal PO)
- Generate new business through outbound calls and follow up on incoming sales leads.
- Handles all sales inquiries [telephone and mail].
- Follow up with leads generated via Trade Shows and websites.
- Experience in planning and implementing sales strategies.
- Ability to lead a sales team.
- Building good customer relationship management.
- Planning and implementing sales strategies.

EXPERIENCE GAINED

REASON FOR LEAVING

Employer decided to do other business, and also to seek better career advancement opportunities and exposure

COMPANY

DIGILAND INTERNATIONAL LIMITED & INFONET SYSTEMS & SERVICES PTE LTD

POSITION

Sales Admin Executive

PERIOD

September 2004 – August 2016 & August 2016 – August 2017

RESPONSIBILITIES

- Assist Product Manager in all sales processes, improve current system or implement new system to ensure Sales efficiency and effectiveness
- Assist the sales team and ensure customers' orders are fulfilled accurately and on time
- Responsible for the backend operations and claims process with the vendor
- To co-ordinate with third parties' warehouse & Vendor on quarter end pull
- Liaise with Vendor on forecast, shipments and programs, inventory inspection
- To be the contact point for major trade shows for order fulfilment:
 - (a) before show - stocking & show orders processing
 - (b) during show – replenishments
 - (c) after show - billings
- Work closely with Supply Chain Management to reduce 3PL cost:
 - (a) to analyze the reasons for "unsuccessful deliveries"
 - (b) to implement solution, monitor & review the situation
- To review & streamline current processes and drive for consistency and improvement:
 - (a) Sales Order
 - (b) Purchase Order
 - (c) Goods Returns (GRA) / Change Amendments (CAA)
 - (d) Credit Memo / Debit Memo
 - (e) Acceptable Customer Order form (official PO or Verbal PO)
- Generate new business through outbound calls and follow up on incoming sales leads.
- Handles all sales inquiries [telephone and mail].
- Follow up with leads generated via Trade Shows and websites.

- EXPERIENCE GAINED**
- Telemarketing sales experience in health care and software fields
 - Good team player and Multitasking capabilities
 - Proven initiative and ability to work with minimal supervision
 - Excellent organizational and motivational skills
- REASON FOR LEAVING** To seek better career advancement opportunities and exposure

COMPANY HIN BEE SAWMILL PTE LTD

POSITION Admin. Office

PERIOD July 1994 – August 2004

- RESPONSIBILITIES** Handle a group of 200 to 400 workers:
- Payroll
 - Work Permit Application and workmen's compensation
 - Preparation of IR8S for workers
 - Arrange training for workers
 - Arrange arrival and departure for workers including ticketing and visa
 - Arrange renewal of expired passport, visa and Work Permit
 - The focal point between workers and management



PERSONALITY

- ATTITUDE** Able to work independently
Requires minimal guidance
Enthusiastic and resourceful with a can-do spirit

- STRENGTHS** Independent
Energetic
Dynamic team player
Keen to take up new challenges

- SOFTWARE** Microsoft Word
Microsoft PowerPoint
Microsoft Excel
Microsoft Access
MFGPRO



REFERENCES

- NAME** Freddie Seah
CONTACT NUMBER 9677 2972
EMAIL freddies@pacific.net.sg
COMPANY Digiland International Limited
POSITION Product Manager
RELATIONSHIP Reporting manager

- NAME** Johnny Cheng
CONTACT NUMBER 9730 0460
EMAIL johnny_cheng_2003@yahoo.com.sg
COMPANY Digiland International Limited
POSITION Product Analyst Manager
RELATIONSHIP Direct reporting manager



CURRENT & EXPECTED SALARY

CURRENT
EXPECTED

SGD 2,500.00 (Negotiable)



AVAILABILITY

One-month notice