

# CANDIDATE RESUME

## Professional Summary

ProfessionalSummary

Product supervisor with over 13 years of professional experience in healthcare logistics product management. Develop new strategic partnerships and build strong relationship to increase market share and revenue. Supervised call centre operations and order processing business unit to fulfil customers demand on time. Streamline processes and develop staff needs for operationally efficiency.

ProfessionalSummary

## Career Objective

CareerObjective

An experienced self-driven Product & Supply Chain management professional, with proven track record customer retention in account management, effective communication skills in negotiation and presentation, good problem solving and coordination to implement project deliverables within scope, timeline, budget and agreed business specifications is now seeking to extend my passion to contribute in a growing organization with programme and business execution.

CareerObjective

## Core Competencies

CoreCompetencies

Effective communication and negotiation with ability to interact with stakeholders

Client relationship management to improve customer retention and revenue

Project management with ability to lead to implement new product line

Effective supply chain and Inventory management meeting critical production yield and mitigating stock-out situation

Managerial skill including recruitment and staff development

CoreCompetencies

## Key Achievements

KeyAchievements

Received THANKS Award twice in recognition for demonstrating superior service

Achieved on-time delivery for customer's shipments

Cost savings in reduction of man hours (200 hrs per week) with simplified data archival process

Achieved 99% system entry accuracy in order processing for merchants. Successfully setup 3rd party vendor to provide value added service to potential customer needs

Revenue recovery for outstanding customers' payment

KeyAchievements

## Career History

CareerHistory

FGH Pte Ltd

Oct 2014 – Jun 2015

Product Supervisor

Assist Product Manager in ongoing healthcare strategy rollout, small to mid-scale healthcare projects including internal strategic initiatives as well as client-specific projects and opportunities. Driving region initiatives to achieve revenue growth.

Product Management

Conduct Product / Competitors research to determine strengths and weaknesses in capabilities and potential market opportunities for strategic planning. Support cross-function training needs to internal sales team to understand Healthcare or Cold Chain Product Expertise

Provide specialty cold chain packaging solutions to internal & external enquiries

Evaluate business requirements and supplier selection with Quality team

Report status of healthcare initiatives and product development on a regular basis

#### Project Management

Enlists project stakeholders to identify criteria and constraints associated with implementation scope and deployment strategy to ensure an effective project implementation

Develop deployment plan definition, and the implementation phase scheduling

Provides ongoing updates of implementation projects and plans to internal stakeholders

#### PIL Pte Ltd

July 2011 – Aug 2013

Assistant Manager, Technology and Operations

This role supervise the merchant setup team on a daily basis and is actively engaging sales and technology counterparts as necessary to resolve problems. It also involved identifying gaps, standardized work process and implementation of continuing improvement process. Participate in cross-functional service initiatives projects  
Coaching, Staff development and Recruitment

Mentor, appraise staff performance and development. Developed training materials and organize trainings. Conduct interview to recruit candidate

#### Operations, Process Management and Reporting

Oversee middle office operations to ensure prompt merchant setup and resolve escalation from merchants. Ensure up-to-date E-filing for data retrieval

Setup internal controls to mitigate errors. Implement initiatives for operational effectiveness

Update Standard Operations Procedures and work instructions documents

Communicate with sales and technology team on installation and service issues

Support audits and BCP. Generate monthly productivity report for management review

#### EFG Pte Ltd

June 2006 to July 2011

Senior Principal Service Specialist

This role engaged the client for shipments and repacking of goods for export orders while adhering to GMP and ISO guidelines. Manages pharmaceutical inventories (medical device, cosmetics, OTC and controlled drugs) and consistently monitors expiry dates, stock levels back to clients.

#### Account Management

Develop new and maintain existing business account to ensure timely order fulfilment

Coordinate export orders with warehousing team and provides shipping documentation to freight forwarders

Follow up & resolve customer complaint. Conduct CAPA with QA, production & warehouse counterparts

Prepare monthly inventory update and compute monthly service charges to clients

Value chain mapping to selected clients

## Inventory Management

Liaise with clients QA on artwork and inventory related matters

Prepare and coordinate stock-taking exercise and cycle count

Coordinate with internal department on materials requirement and stock replenishment to fulfil customers demand on time

BCD Pte Ltd

May 2003 to May 2006

Customer Service Officer

This role supervise the local call centre team to attend incoming calls and provide rates to customers. Duty roaster planning. Update customer's records into system. Coordinate dispatch with warehouse and transportation team as well as follow up outstanding payment and billing issues with clients.

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## Education Credentials

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Bachelor (Hon) in Business Management, SMU (May 2011 - May 2012)

Advanced Diploma in Business and Management Studies, EASB Singapore, (Jun 2010 - Mar 2011)

Diploma in Product Engineering, Ngee Ann Polytechnic, (Jan 1997 - Dec 2000)

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## Professional Certifications

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Import/Export Documentation & Shipping Procedures

Microsoft Advanced Excel Course (Level 3)

Customs Competency Course Part 1 & 2

Dangerous Goods Awareness Course

Budget Planning and Control Course

Transactional Analysis 101 course

`$/professionalCertifications}`

## IT Skills

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Proficient with the use of Microsoft Office Suite; Lotus Note; AS400

`$/itSkills}`

## Language Proficiency

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English, Mandarin (Spoken & Written); Cantonese & Hokkien (Spoken)

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**Date of Availability**

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Immediate

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