

RAJESHPAL SINGH

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Office Manager

- Dedicated and technically skilled business professional with a versatile administrative support skill set developed through experience as an office manager, secretary, administrative assistant and office clerk.
- Excel in resolving employer challenges with innovative solutions, systems and process improvements proven to increase efficiency, customer satisfaction and the bottom line.
- Offer advanced computer skills in MS Office Suite and other applications/systems.

Key Skills

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|---------------------------------|-----------------------------------|----------------------------|
| • Office Management | • Report & Document Preparation | • Records Management |
| • Teambuilding & Supervision | • Spreadsheet & Database Creation | • Meeting & Event Planning |
| • Staff Development & Training | • Accounts Payable/Receivable | • Inventory Management |
| • Policies & Procedures Manuals | • Bookkeeping | • Expense Reduction |
| • Ability to research | • Enthusiastic | • Team oriented |

Strengths

- Attentive to details and organized at work with good planning abilities.
- Able to handle pressure in meeting deadlines and to perform a variety of tasks.
- Excellent interpersonal and organizational skills, including attention to detail.
- Professional and very confidential. Positive attitude and capable of working independently.
- Superior verbal and writing skills, with a good grasp of correct grammar, punctuation, and spelling.
- Ability to research and analyze information, develop reports and compose letters and newsletter articles.
- Great ability to work well with the public on a constant basis under stressful conditions.
- Enviably well-groomed and neat appearance.
- Strong physical ability to perform all job functions.

Area of Expertise

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|--|-----------------------------------|
| • Strategic Planning | • Business Process Improvement PR |
| • Performance Management & Measurement | • Employee Relations |
| • Policy & Procedure Development | • Staff Recruitment and retention |
| • Benefits Administration | • Team building and Motivation |
| • Training & development | |

Education

Segi University College, Diploma in Business Administration	(Mid Of Completing)
Systematic Institute, Certificate in Computing	
Sek. Men. Keb. Dato' Haji Kamaruddin, (Grade 3)	1996

Experience

TACTICOR INTERNATIONAL (M) SDN BHD
Manager (RM5,200)

Current

Manage Agent - Worldwide

- Prepare and update calendar & schedule for Agent
- Send work instructions to Agent
- Follow-up with Agent via email or telephone calls & ensure report is submitted in a timely manner
- Ensure that the agent is sufficiently funded to run the cases

Update Client

- Timely update client on the status of the cases
- Submit client approvals in a timely manner & liaison with client

Schedule meetings

- Organizing meetings, arranging appointments with clients and team.

Analyze and Approving Reports

- Check the details of the report received
- Proofreading to ensure that the content of the field report is relevant, accurate and clear.
- Quality Control to ensure that the supporting documents submitted by the Agent are clear, relevant and accurate.

Project Monthly Expenses

- Plan and update on the cost incurred and project Monthly Expenses.

Other Duties:

- Reach out to clients assigned to assess their most urgent needs, appraise the situation, and listen to the clients' concerns.
 - Develop a detailed plan of action to meet these needs, set goals, and find necessary resources to meet the goals.
 - Keep comprehensive records of clients' progress throughout the process
 - Maintain confidentiality, respect privacy, and preserve the clients' routine and independence as much as possible.
 - Stay in touch with clients to ensure the services were beneficial and that their needs are still met after pointing clients in the right direction for services.
 - Consistently exercises discretion and judgment to analyze, interpret, make deductions and then decide what actions are necessary based on the varying facts and circumstances of each individual case.
 - Works with supervisory assistance evaluating possible courses of conduct and making decisions where there is no opportunity to seek supervisory assistance.
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- Works with the client on a day-to-day basis using professional judgment and discretion to implement the team determined Treatment Plan.
- Assists in development, implementation and revision of individual treatment plans; assures that services provided are specified in the Treatment Plan and monitors progress toward treatment goals.
- Attend meetings as appropriate and meet regularly with supervisor to exchange pertinent information and receive supervision.
- Performs other duties as assigned.

FLO2CASH (M) SDN BHD

Jan'13 to June'13

Office Manager cum Operations Manager – Special Projects (RM5, 400)

Served as office manager to function as primary liaison to customers and ensured a consistently positive customer experience.

- **Coordination & Supervision** - Coordinate, manage & monitor the workings of various departments in the organization.
- **Financial** - Review financial statements & data. Utilize financial data to improve profitability, prepare & control operational budgets. Control inventory & plan effective strategies for the financial wellbeing of the company.
- **Best Practices** - Improve processes & policies in support of organizational goals. Formulate & implement departmental & organizational policies & procedures to maximize output. Monitor adherence to rules, regulations & procedures.
- **Human Resources** - Organize recruitment & placement of required staff. Establish organizational structures & delegate tasks & accountabilities. Establish work schedules, supervise staff, monitor and evaluate performance.
- **Operations**- Coordinate & monitor the work of various departments involved in operation, services & pricing. Monitor performance & implement improvements. Ensure quality of products & manage quality & quantity of employee productivity.
- **Communication** - Monitor, manage & improve the efficiency of support services such as IT, HR, Accounts & Finance.
- **Sales, marketing and Customer Service** - Manage customer support. Plan & support sales & marketing activities.
- **Strategic Input** - Liaison with top management. Assist in the development of strategic plans for operational activity. Implement & manage operational plans.

Assistant Manager and Pricing Analyst (RM4, 100)

Served as assistant manager and pricing analyst to liaise with global office regards to logistic.

Heading the Malaysia Country in liaising with global office to secure logistic rates, prepare monthly performance report, sales report.

- Strategically plan and participate in service contract negotiations.
- Negotiate service contract freight rates and terms and conditions, respond to spot shipment rate requests and implement tariffs.
- To regularly report on trade either weekly or monthly.
- The scrutiny of tender documents and keeping up to date with what's going on in the markets.
- Read, interpret and discuss pricing request with Sales Managers to assure proper understanding of the opportunity and related pricing implications.
- Coordinate distribution of custom scopes of work with the Professional Services Team management to accompany non-standard price quotes.
- Assure proper documentation of approved price quotes that enable accurate contracting at the point of final sale.
- To carry out presentations, work with spreadsheets and run or participate in meetings.
- To strategically plan and participate in service contract negotiations.
- Negotiate service contract freight rates and terms and conditions. They also need to respond to spot shipment rate requests and implement tariffs.
- The scrutiny of tender documents and keeping up to date with what's going on in the markets is essential.

Team Lead - Manager @ ISO Quality Management Respective (QMR) (RM3, 300)

Repeatedly promoted during 11-year tenure with AIQON, culminating in current responsibility for coordinating all office functions and supervising a team.

Heading the Verification Call Centre & Field Verification Department

- Heading the Call Centre Department
- Day to Day operations in the provisions of the department services
- Ensuring that the Client Service Level Agreement is met
- Ensuring the Compliance of Security Procedures as required by the management
- Customer Relationship Management Compliances

Responsible for Heading the Department (Call Centre)

- Leading, developing and motivating a Team Customer Representative (CSR) in delivering best in class customer service.
- Provide feedback to staff on performance issues.
- Providing coaching and on-the-job training for team as required.
- Provide input to the Senior Operations Manager on the development needs of the individual team members.

- Understanding and communicating company policies and procedures to the team.
- Understanding and communicating business plans and targets to the team.
- Ensure positive team spirit through supporting and building the team moral.
- Participate as a member of the B&P management team to achieve the client's objectives by providing timely and accurate feedback on customer concerns and issues impacting organizational performance.
- Assist management to identify problems or enhancement that can be made to existing business operations and systems and to assist in the development of acceptable solutions.
- Maintain high personal presentation as required in all aspects of personal conduct and behaviour including dress code.
- Participate in the recruitment process through interviewing and selection of CSR.

Customer Relationship Management Compliance and Call Centre Complaints Management

- Accept difficult customer enquiries escalated from the CSR or co-workers and take responsibility for determining the appropriate resolutions.
- Provide all reasonable and necessary assistance to client in the orderly transfer of the services, functions and operations.
- If there is any delay or failure to meet the Service Level Agreement due to Force Major shall immediately notify the Client personally or by telephone (to be confirmed in writing within 5 Normal Working Days of the inception of such delay) and describe at reasonable level of detail the circumstances causing such delay.

Day-to-Day Operations

- Supervise the day-to-day activities of staff in the delivery of their position responsibilities.
- To ensure zero error rates on verification against the data provided.
- To ensure clients turnaround time is met
- Manage attendance and schedule adherence of the team.
- Client liaising & client services level is met
- Achieve Call Handling Benchmark
- Identify area to improve
- Adhere to rosters (including arrival time, meetings and scheduled activities)

B) ISO Quality Management Representative

Duties and Responsibility of ISO QMR:

- Ensuring that Quality Management System is implemented and maintained in accordance with its policies and objectives and that it meets ISO 9001:2008 Quality Standard requirements.
- Reporting all relevant data information of the performance of the Organization Quality Management System and that the corrective actions are implemented.
- Acts as Managements focal point on all communications with the certification bodies and also the coordinator of all audits.
- Control of further processing, delivery or installation of nonconforming product until the deficiency or unsatisfactory condition has been corrected.
- Communicating the performance of Company's Quality Management System to all Employees.

Production Administrator**Job Scope & Responsibility**

- Promotes, complies, actively participates and enforces the importance of the Best Brands Safety Policy, to help maintain a safe and healthy work environment.
- Records, reports and posts for all associates to review, the shift and daily totals of machine production. Prepares and maintains records of raw materials used, including lot verification, throughput and yields.
- Reviews computerized inventory of raw materials against present and anticipated manufacturing work orders.
- Activates reorder points where judgment determines an anticipated shortfall