



RÉSUMÉ

RAYMOND TING

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CAREER GOALS

Seeking a challenging, rewarding and long-term career opportunity in the business world that utilizes my personal experience, specialised knowledge and skills learned to fulfil the duties of a professional management employee in order to contribute to the growth and ultimate success of the company.

NOTABLE SKILLS AND EXPERIENCE

- **Results focused management professional offering more than 7 years of experience in tropical timber trade or wood-based industry esp. round log export, veneer & plywood business and sawn timber.**
- Possess excellent understanding & familiar with *African round log species (Okoume, Padouk, Kevazingo/ Bubinga, Bilinga, Wengue, Movinguy, Moabi, Azobe, Sapelli, Doussie, Iroko, etc)*
- Also well familiar with *PNG round log species groups and codes for log export ie. Group 1 Kwila, Dillenia, Taun, Terminalia, Burckella, Pencil Cedar, Calophyllum, Malas, Grey Canarum, PNG Walnut, Mersawa etc, Group 2 Basswood, Red Cedar, Kempas, Silkwood Maple; Group 3 & 4.*
- Developed sound understanding of the **overall shipping operations**, planning **shipping schedules**, **break-bulk cargo preparation**, **log inventory system and log loading** by barges & tug-boats unto sea-going vessel(s). Also possess **close working relationship** with PNG SGS (Societe General Surveillance) on log inspection and PNGFA Forest Authority on **Price Endorsement listing, Export Permit, Export License, Ship Loading Authorisation.**
- Excellent working knowledge and hands-on experience on **full set of shipping documentations** such as **Clean Bill of Lading(B/L) Congenbill Edition 1994, Stowage plan, Mate Received, Time Sheet, Commercial Invoice, Packing List, Shut-out certificate, Letter of Indemnity, Phytosanitary cert., Certificate of Origin and marine insurance claim.**
- Recognised for ability to negotiate for **ocean-going vessel(s) shipping contract or Fixture Note under CNE, FAS & FOB terms of trade and experienced in international trade transactions esp. Irrevocable Letter of Credit(L/C), shipping operations, logistics and transportation, billing documents, trade-finance arrangement**, guidelines governing **trade-related activities (UCP500, URC522, URR525, ICC, terms of international trade ie. Incoterms)** and the general business practices.
- Talent for forging strong relationship with suppliers/buyers, key decision maker, other peer level managers and back office staff. **Proven effectiveness in human relations** and ability to establish rapport quickly. **Excellent communication skills** with demonstrated capability to deal successfully with people under stressful situations. Trained administrative and field personnel through hands-on mentoring to support technical credentials and resolved difficult problems(s)

PERSONAL DETAILS

Name	:	Mr Raymond Ting Hwong Hieng
Correspondence Address	:	No. 6E, Lilin Road 6A, 96000 Sibul, Sarawak.
Residential Address	:	Same as above
Tel. Contact	:	0168876881 (084) 333607 (Res)
Date & Place of Birth	:	6th August 1971, Sibul
Nationality	:	Malaysian
IC No	:	710806-13-5307 (K 0254250)
Sex	:	Male
Race/Ethnic group	:	Chinese (Foochow)
Religion	:	Christian
Language Proficiency	:	Possess good command of English language, Chinese, B.Indonesia & Bahasa Malaysia
Dialect Spoken	:	Foochow, Hokkien, Mandarin, Cantonese

EDUCATION

1984-88 : Form One to Form Five., **SMB Sacred Heart School**, Sibul
 1989-90 : Lower Six and Upper Six., **SMB Sacred Heart School**, Sibul
 1993-98 : Diploma., **Institute of Bankers Malaysia (IBBM)**, Kuala Lumpur
 1999-00 : Bachelor Degree., **University of Bolton**, United Kingdom (U.K.)

QUALIFICATIONS

2000 : Conferred with a “**Second-Class Upper (First Division)**” honours Degree;
Bachelor of Arts (Hons) in Business Administration (BBA), U.K.
 1998 : Obtained a Professional banking qualification., **Diploma in Banking and Finance** and Senior Associate member of **Institute of Bankers Malaysia, K.L.**
 1990 : Passed **STPM** examination with “Full Certificate”
 1988 : Passed **SPM** examination with an aggregate of 13 points for the best Five(5) subjects with credits in Mathematics, Biology, Physics, Chemistry, English Language, Bahasa Malaysia and a distinction in Arts.

**EMPLOYMENT HISTORY/
(WORKING EXPERIENCE)****2000 – Oct. 2002**

Employer : **HONG LEONG BANK BHD**
 No. 133, 135 & 137, Jln Kpg Nyabor, Sibul
 Job Title : *Executive – Account Relationship
(Commercial & Consumer Loan Division)*

Nov. 2002- Sept 2005

Employer : **TOYO KNIFE CO., LTD**
 (Malaysia Representative Office)
 No. 49, 2nd Flr, Jln Pedada, Pusat Tanahwang,
 96000 Sibul, Sarawak.
 Job Title : *Asst. Manager- Business Development
(Japanese supplier of industrial Rotary Veneer Knife,
VK Grinding M/C, Circular saw & parts for wood industries)*

Oct. 2005 - Sept 2007

Employer : **UNITED OVERSEAS BANK (M) BHD**
 No. 8, Lorong 7A, Jln Pahlawan,
 Jaya Li Hua Commercial Centre, 96000 Sibul.
 Job Title : *Manager – Personal/Retail Commercial Loans*

Oct. 2007 – May 2010

Employer : **RIMBUNAN HIJAU (BORDAMUR) GABON**
 BP 2086 Libreville, Gabon, West Africa.
 No. 66-78, Pusat Suria Permata
 Jln Upper Lanang, 96000 Sibul, Sarawak.
 Job Title : *Marketing Manager
(Round Log, Veneer & Plywood, Sawn Timber)*

July 2010 – June 2011

Employer : **BISMARCK INDUSTRIES LTD**
 P.O.Box 1872
 Boroko NCD, Portion 2150
 3 mile, Waigani Drive,
 Port Moresby,
 Papua New Guinea
 Job Title : *Shipping Operations Manager*

July, 2011 – Feb., 2013

Employer : **P.T. ADILMART., PT FRESHMART INDOBEST**
P.T. BONANZA PRATAMA ABADI
 Jl Bhumimas I no. 9, Cikupa Mas Industrial Estate,
 Tangerang, propinsi Banten,
 Jakarta, Indonesia
 Job Title : *Project Manager
(Fresh and frozen Poultry, Beef & Seafood products)*

April, 2013 – Present

Employer : **SAMLING PLYWOOD (BARAMAS) SDN BHD**
 Lot 533, Block 1, Kuala Baram Industrial Estate,
 Miri, Sarawak
 Job Title : *Marketing Manager
(Sales & Marketing, Shipping Operations, Logistics)*

DUTIES & RESPONSIBILITIES:

Marketing Manager (Round Logs, Veneer, Plywood, AD & KD Sawn Timber.)

- Identify, evaluate and develop a series of marketing strategies to meet organizational objectives, based on first hand knowledge of market requirements, objectives, market conditions, production cost and mark-up factors.
- Develop pricing strategies, balancing Company's objectives of maximizing the Company's profits or expanding market share while ensuring proper management of day-to-day buyers'/ customers' needs and requirements towards ultimate buyers' satisfaction.
- **Negotiate sales contract(s)** with overseas buyers and potential or prospective new buyers and/or Company's appointed agent(s) for sales and export of *tropical species of round log, rotary cut veneer, plywood (IHPA, CARB Ph2, Marine plywood BS1088, BS6566, B/BB, JAS F4S T1/T2, Ordinary Plywood (OP) /Floor-Based (FB) /Container Flooring(CF)/ Concrete Panel CP/UCP, Film Faced plywood F2S/F1S/G1S, JPIC M.R./WBP wood panels, L.F.E (0.3) plywood, sawn timber products*, establishing distribution networks, developing distribution strategies, monitor market development and its trends.
- Responsible for business development and monitoring all sales performance records, production status and shipment schedule for Company's timber business, which include marketing *African round log species (Okoume, Padouk, Kevazingo/ Bubinga, Bilinga, Wengue, Movinguy, Moabi, Azobe, Sapelli, Doussie, Iroko,)* and negotiate for **Ocean-going vessel(s) shipping contract or Fixture Note under CNF terms, FAS, FOB, rotary cut veneer production plant esp. Okoume species and rough-sawn AD & KD sawn timber products.**
- Develop and maintain good rapport and excellent business relationship with overseas buyers and potential new customers.

Shipping Operations Manager

- Planning, implement and organise the shipping operations to ensure the smooth delivery of goods (export grade round logs) to buyers. Responsible for **overall shipping operations** and has bottom-line responsibilities for company's activities in **cargo preparation, log inventory system and transportation of cargo by tugs and barges to sea-going vessel(s).**
- Planning **shipping schedules, monitor the ocean going vessels shipment schedules** and ensure all cargos are readily prepared, inspected and declared to **SGS (Societe General Surveillance), PNGFA Forest Authority**, along with other approved permits (*Price Endorsement listing, Export Permit, Export License, Ship Loading Authorisation*) and loaded unto barges prior to arrival of sea going vessels at loading point.
- Execute field work at operation sites (logpond and discharge ports ie. *Cape Ruge, Silovuti, Balave ports*), including boarding sea-going cargo vessel to ensure the **loading activities** run smoothly and following the right processes & procedures.
- Experience in tugs and barges operations and possess knowledge in various types of freight/voyage charter (LIFO, FIFO terms) and charter agreement/contract. Also possess the ability to handle marine industry telecommunication equipments (VHF Transceiver, SSB, GPS, Radar and such other safety equipments)
- Familiar with **full set of shipping documentations (Bill of Lading(B/L) Congenbill Edition 1994, Stowage plan, Mate Received, Time Sheet, Commercial Invoice, Shut-out certificate, Letter of Indemnity, Packing lists etc), vessel documentations, certifications, charter parties and marine insurance claims.**
- Recommend, implement and support continuous improvement in employee performance, quality control, productivity, efficiency and cost reduction. Identify and solving the problems in operations to avoid further losses to the company.

Project Manager

- Plan, direct and co-ordinate activities of multiple projects ranging in value from Rp7 Million to Euro 110,000 in the areas of business production line, process management and operations.
- Responsible for multiple projects ie. **"2000 birds/Hr Live Chicken Slaughtering House, 3,402 cu.metre Coldstorage Facilities, Loading Port and Logistics set-up, Waste Water Treatment Plant(WWTP), Dual Burner Boiler System, Flake Ice Production line, Chilling Water System, Nugget and Sausage production line.**
- **Setting up of 500 targeted retail outlets of Fresh Mart** in and around **Jakarta-Depok-Bogor-Tangerang-Bekasi (JADEBOTABEK)** areas, office and factory renovation works and other related issues (*eg. Obtaining all necessary government approvals, licenses and permits such as IMB, TDP, BKPM, SIUP, Import permit, HALAL certificate, SKP etc.*)
- Familiar with the **Food Safety Standard** production process standard requirement under **HACCP (Hazard Analysis Critical Control Points), integrated Quality Management Program(QMP) and Good Manufacturing Practices(GMP)** particularly in chicken slaughtering house and Seafood (*Penaeus monodon Tiger prawn*) processing plant.
- Possess good understanding & familiar with food processing production management, particularly in *chicken slaughtering processing and distribution of fresh and frozen chicken products esp. Wings, Drum Stick, Breast, Boneless Breast, Bone-In-Thigh, Boneless Legs, Chicken Chop and other coldstorage products such as imported Australian and NZ Beef, Lamb, Fish, Prawn, Chicken Nuggets, Golden Fish Roll, Fishball, Fillet, Just Frank, Minced Meat, Burger, Sotong Ball, Fish Tofu, Crabsticks, Mixed Vegetables and French Fries.*
- Successful working experience with renowned international suppliers eg *Stork Marel, Redox, Haier Carrier, Bitzer*) to coordinate project systems set-up, installation, testing and commissioning.

PROFESSIONAL SKILLS

- Experienced in a **sales driven Customer Service Organisation** with exposure to Quality Control. **Customer service orientated** with excellent interpersonal skills. Ability to **prioritise, organise, co-ordinate and monitor work progress** to ensure timely completion.
- Possess an **aggressive professional selling skills and leading a sales team**. Strong analytical and planning skills, sufficient knowledge in conducting **sales planning, target setting and implementation**, carry out **research on potential market and feed back of existing market situation**, develop new businesses by **identifying and contacting business prospects, analysing market trends, promotional and marketing strategies, credit controls, collection management and future business planning**. In addition, I have also gained some extensive experience in report writing (ie. marketing call report, sales enquiry/order progress report, monthly report on performance, month-end reports etc).
- Good understanding & familiar with **shipping documentation** processing, rules and procedures governing **international trade transactions esp. shipping, logistics and transportation, billing documents, trade-finance arrangement**, guidelines governing **trade-related activities (UCP500, URC522, URR525, ICC, terms of international trade ie. Incoterms)** and the general business practices.
- Conversant with bank's all types of **banking products esp. International Trade Financing (Export/Import line such as LC/TR/BA/CBP/FBEP(AP), BG/FG), Non-trade Commercial Loans (ie. TL/OD line, bridging loan and end-financing package) , Consumer banking products (ie. Hire-Purchase loan, Leasing, Housing Loan, Shophouse loan, FlexiMortgage etc) Islamic banking facilities, credit policies, its credit structure and procedures**. Ability to structure and tailor a suitable package of banking facilities to meet the specific needs & requirements of customer.
- Well-versed with **Laws on Banking and Finance (ie. Hire-Purchase Act 1967, Bills of Exchange Act 1949, Laws of Cheques, National Land Code, Sarawak Land Code, BAFIA 1989, Banking Code of Ethics), Commercial Laws (ie. Law of Contract, Agency, Companies Act 1965, Partnership Act 1961 (Rev. 1974), Bankruptcy Act 1967 (Rev. 1988)** and other applicable laws and regulations having significant impact on commercial business.
- Exposed to basic fundamentals in **forex business dealings and foreign exchange exposure management** such as Forward Exchange Contract(FEC), Foreign Currency Account(FCA), Sale of Bankers' Acceptance(BA) outright, Negotiable Instrument of Deposits(NIDs), Repurchase Agreement(REPOs), FX Currency Options, Spot & Special rate, Yield-enhanced Convertible FCAFD and various fixed income securities.
- Possess the fundamental and **relevant skills, knowledge and experience** in formulating effective marketing strategies in sales of banking products and services towards high-networth individuals(HNIs), conducting periodic and/or regular large scale **Sales Promotions, Campaigns, Marketing/Customer Awareness Programmes and/or Events, Road Shows and Exhibitions, Functions and Events** from time to time.
- **Proven effectiveness in human relations**, with demonstrated ability to establish rapport quickly and accurately assess the other person's needs (*ie. ability to relate well to the needs and wants of people*) **Excellent communication skills** with demonstrated ability to deal successfully with people under stressful situations. Well developed verbal and written communication skills, with ability to communicate effectively in person or on the telephone, coupled with a special capability to organise information and write in clear, concise & easily understood report writing.
- **Competent working knowledge in the use of personal computer**. Professional, well-organised, disciplined and persistent, with credible public image and the ability to work effectively in high-pressure environment. Stay calm under stress, respond quickly when required and develop solutions to problems.

PERSONAL CHARACTERISTICS

Personal Qualities

- My colleagues describe me as a person who **works well either as a member of a team or individually**.
- I have also been described as an **energetic staff, responsible, hardworking, warm and caring person**.
- Confident that past experience has developed **expertise in dealing with people, promoting customer services** and carrying out various **sales promotions, campaigns, road show, exhibitions and events** and other customer awareness promotional activities.
- **Easy to get along with** and always attack tasks with **optimism, excitement and determination**.
- High level of energy and enthusiasm. **High adaptability to change. High level of commitment and initiative. Enthusiastic and willing to learn**.
- Equipped with **maturity thinking and creativity** to meet challenges. Possess a **positive attitude** and a dedicated spirit. Like assignment to **challenging opportunities** requiring creative solutions.
- **Enjoy meeting with people** and going to new and different places. Excellent physical health, matured and budget-minded.

Special Qualities

- Co-ordinated and performed multiple tasks with ease.
- A strategic thinker who is able to translate strategy into action and communicate well.
- Quick hand-eye co-ordination, fast learner, teachable, honest and dependable.
- Demonstrated eye for details by keeping appointment books without incident of oversight or omission.
- Customer-focused-committed to maintain high standards.
- Assessed and resolved customer complaints.
- A team player with strong relationship-building and negotiation skill. Function equally well as a member of a team or individually.
- Able to thrive in a fast-paced and demanding environment. Able to liaise with various local authorities ie. Local Municipal Council, Land Offices, Advocates/ Legal firms and so forth.
- Self-driven, result-oriented and decisive.

Other Skills, Duties & Responsibilities

Continuously strive to instil and practice team spirit, constantly strive a continuous learning culture, giving strong support towards Quality Production Programme(QPP) initiatives, handling voice of customers and finding solutions to meet customers' satisfaction.

Preferred Work Style

I prefer to work in a fairly organised environment. I would like to think that I am ambitious, yet realistic about my chances of completing a task with success.

COMPUTER LITERACY

- Used Personal Computer, PC Workstation, AS400, Novel & ICBS LAN Networks, IFCA systems
- Mastered Word Processing, Database, Spreadsheet, Dos and Windows NT programs, Windows XP, **Microsoft Office –MS Words, Excel, Powerpoint**, Publisher Notepad, Lotus, Wordstar etc.
- Operated Laser, Ink-jet and Dot matrix printers.

LANGUAGE SPOKEN

English, Bahasa Indonesia, National Language (BM) and local dialects (ie. **Foochow, Hokkien, Mandarin** and Cantonese)

EXTRA-CURRICULUM ACTIVITIES

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|--------------|---|--|
| 1987-90 | : | Vice-president of Tennis Club, Secretary of LEO Club, Committee member of Arts Club, Classroom Monitor, School Prefect and Librarian for 3 years at SMB Sacred Heart School, Sibü. |
| 2000-2001 | : | Honorary Secretary of HLBB's Area Business Council Meetings, Chairman of HLBB's Integrated Sales Organisation(ISO) committee and committee member of International Trade Finance. |
| 1999-Present | : | Member of Sibü Division Lawn Tennis Association(SDLTA) |

PROFESSIONAL MEMBERSHIP AND OTHERS

- Senior Associate member of Institute of Bankers Malaysia (AIBM, Sr)
- Passed The Malaysian Insurance Institute Examination(MII) a) *Life Insurance Cert. (LIAM) (Oct. 1998)*, b) *Cert. in Investment-linked Life Insurance(CEILLI) (Grade A-July 2004)*, c) *General Insurance Cert. (Grade A – Oct 2004)*; d) *Fundamental Financial Planning – Registered Financial Planner(RFP) (June 2004)*, e) *Risk Management and Insurance Planning (RFP) (Oct. 2004)*
- Attended a series of external & in-house fast-track staff training courses conducted by professional training and consultancy firms on “Basic Credit Appraisal”, “Effective Credit Writing Skills”, “Qualitative Approach towards Credit Risk Management”, “Asset-Based Lending for Finance Cos”, “Analysing Cash Flow Statement”, “Operational Frauds: Detection & Prevention”, “Negotiation in Loan Recovery and Workout Situation”, “Legal Issues: Loan Recovery”, “Hire-Purchase Control and Debt Collection”, “Warehouse & Inventory Management & Procurement”, “Oil-Palm Plantations Workshop –Essential Financial & Operational Audit”.

HOBBIES, SPORTS AND INTERESTS

Travelling, playing Badminton, Lawn Tennis, Golf, Movies, Music, BBC, CNBC, CNN, AL-Jazeera News, reading business Magazines, Newspapers & Journals.