

ISAAC CHENDESHARAN

Latest Update: 22/07/2014

CONTACT DETAILS

Address

Condo Bayu Tasik 2, Jalan Sri Permaisuri 5,
Bandar Sri Permaisuru,
56001 Kuala Lumpur

Mobile: 017-2266604

Email: boy_y_96@yahoo.com.sg / icemintisaac@yahoo.com

PERSONAL PARTICULARS

Age:	26	Date of Birth:	2 nd April 1988
Nationality:	Malaysian	Gender:	Male
Marital Status:	Single	IC No:	880402-04-5569

EDUCATIONAL BACKGROUND

Level:	SPM	Grade:	Pass
Field of Study:	Economics, Literature	Major:	Arts Stream
Institute:	SMK St Francis	Graduation Date:	2005

EMPLOYMENT HISTORY

SATS (Singapore Airport Terminal Services)

Position Title : Assistant Coordinator
Position Level : Junior Executive
Specialization : Freight Forwarding (Export & Import)
Industry : Freight Forwarding
Monthly Salary : SGD 1600
Date Joined : June 2006 **Date Left** : June 2008

Work description :

- Carry out warehouse management work. Receiving and outgoing orders. Ensure daily routines are done.
- Unload and load correctly consignments as per company procedures: e.g. right stacking and sequencing to ensure no damage occurs to customer's goods and SATS or subcontractor equipment.
- Receive and check cargo, Perform all aspects of checks. Perform stock take and self check. Picking and preparing shipments.
- Manage inwards / outward shipments.
- Preparation of Import / Export documentations and logistic support functions. Preparation of permits and arrangement of shipment.
- Comply with all SATS related dangerous goods policies, procedures and legal requirements.

Public Bank Berhad

Position Title : Senior Customer Support Officer
Position Level : Senior Executive
Specialization : Banking (Internet Banking Customer Service)
Industry : Finance
Monthly Salary : RM 2500
Date Joined : August 2008 **Date Left** : August 2012

Work description :

- Handling fraud, online scam & escalation cases/disputes.
- Act as a solution provider in understanding and anticipating to customer's needs and wants by guiding and interacting with customers.
- Create, build and maintain long-term loyalty and profitable relationships with customer's.
- To assist customers enquiries such as balance enquiry, Phone Banking/ Internet Banking registration at the ATMs.
- Handling customer's complaints and ensure it is rightfully escalated based on the nature of the case.
- Ensure adherence to the Bank's Code of Ethics, policies and procedures.
- To maintain and update information on customers and leads.
- To refer new non-consumer lending opportunities to the relevant branch.
- To maintain accurate and updated information by keeping abreast with current product and market information.

Seven Seas Worldwide (M) Sdn Bhd

Position Title : **Customer Service Officer**
Position Level : **Entry Level**
Specialization : **Forwarding (Export & Import)**
Industry : **Freight & Shipping Forwarding**
Monthly Salary : **RM3200**
Date Joined : **September 2012 to Present**

Work description :

- Provide direct sales support to potential foreign customer who are relocating/emigrating overseas: e.g. countries like (Australia, New Zealand, United Kingdom, United States, Canada, Europe, South Africa, China, Hong Kong, India, Malaysia & Singapore.
- Responsible for relationship building and account management while resolving customer's enquiries in a professional manner.
- Manage and assisting existing customer seeking to enquire status of shipment
- Help generate, as well convert and process sales leads. Also responsible for maintaining customer's enquiries in a professional manner.
- Generate new business through outbound calls and follow up on incoming sales leads.
- Replying to e-mails from customer's by ensuring that all queries are tactfully answered with accurate information and an average of 15-20 e-mails are responded to in a day.
- The need to check with the relevant Shipping/Accounts/Warehouse/Customs department on a particular shipment for a lead and replying to the customer within a short hold time, or getting back to the customer within the same day the case is brought up.
- Providing quotation on Air freights, Sea shipments, Domestic relocation, pack & storage for (university students). Providing the timeframe of each shipping options available and the costs, advising customer's on documentations that needs to be completed based on the requirement of Customs of the respective country. Advising the list of taxable: e.g. (alcohol, tobaccos, goods owned for lesser than 12 months) and prohibited goods. Updating number of cartons to be shipped, type of cartons/packaging. Rescheduling deliveries, collection & redeliveries. Liasing with third-party contractors: e.g. DHL, Fed Ex. Updating of records on client's database, preparation of invoice for accounts and other ad hoc.

ACTIVITIES

- Swimming & Water Polo
- Football/Futsal
- Gym
- Snooker / Pool
- Watching Movies

PERSONAL SKILLS

- Team player
- Leadership Skills
- A self- starter and discipline with strong interpersonal skills
- Flexible and calm, able to communicate and work well with people at all levels
- Resourcefulness and able to work independently
- Good communication Skills Supportive and helpful

OTHER RELEVANT DETAILS

Expected Salary:	RM 3500- RM 4000
Willing to travel:	Southern or Central
Willing to relocate:	Southern
Possess own transport:	Yes (car)
Availability:	August 2014

REFERENCE

Mr Thiagarajah Seladurai
Managing Director
Seven Seas Worldwide (M) Sdn Bhd
03-22959333

Ms Michelle Pereira
Training Specialist
Seven Seas Worldwide (M) Sdn Bhd
03-22959323