

GOH Hean Teong
No.13, Jalan Putra Perdana 5/8,
Taman Putra Perdana, 47130 Puchong, Selangor, Malaysia.
Mobile: 012 – 6880710 Email: teong15@gmail.com



Curriculum Vitae

Key Achievements:

- Project owner for Quality Improvement initiatives aimed to enhance Customer's Felt Experience
Outcomes: Critical review of work processes and successful implementation of innovative initiatives leading to improved turn time by 25% over 5 months period
- Project manager for strategic operating transformation model aimed to enhance performance and cost efficiencies
Outcomes: Establish strategic framework for processes (review, documentation and audit) resulted in 40% operating cost reduction
- Project manager for migration of Advance Manifest filing process from local agencies in Malaysia and Japan to Shared Services Centre (SSC)
Outcomes: Completion of migration within stipulation timeframe with successful implementation of standardized best practices
- Assistant Manager, Advance Manifest department
Outcomes: Effectively Lead, coach and foster positive work values to a team of high achievers the highest performance, and standards of quality and document control
- Departmental ISO champion
Outcomes: Full conformity of quality management system in compliance with ISO 9001:2008

Work Experience

CMA CGM Group (Shared Services Centre Malaysia)
Assistant Manager – Advance Manifest Dept - Feb 2014 – Present

Key responsibilities: Accountable to manage and oversee the day to day operations (audit and advance filing) for portfolios to countries including Europe, North America, China, Turkey and Japan.

- Provide leadership to the team
- Provide input to strategic direction and initiatives for the growth of company
- Ensure Quality Management System is implemented and maintained in accordance with the requirements of Group Policy and Standards
- Review quality planning and quality objectives to ensure the integrity of the Quality Management System is maintained
- Manage risks and response via systematic analyses on performance indicators and provide analytic solutions
- Review and streamline administrative processing to improve quality of processes and outcomes

- Develop strategies to improve synergies and inter-departmental collaborations for shipping solutions
- Integrate leadership, values and performance management to optimize performance and productivity of the team
- Establish mentoring and coaching plans to build and renew the operations leadership and staff
- Participate, contribute, manage and drive Business Scope Extension and New Business Development for Shipping Division.

CMA CGM Group (Shared Services Centre Malaysia)

Team Leader – Export Documentation Dept - Oct 2009 – Feb 2014

Key responsibilities: Lead and coordinate an export documentation team

- Provide direction and guidance to team members
- Manage performance and motivate team towards achieving personal and organizational key performance indicators (KPIs)
- Manage and troubleshoot operational, shipping issues
- Ensure compliance with group rules and standardized processes to ensure operation at the highest standards of quality and document control
- Review performance, workflow and procedures to improve productivity
- Manage customers' feedback and implement corrective actions
- Work closely with Front Office, Sales and Customer Service team to create shipping solutions
- Provide training and coaching as part of talent management
- Support corporate culture for continuous improvement

CMA CGM Malaysia Sdn Bhd

Executive – Export Documentation - Dec 2007 – Oct 2009

- Coordinate with clients in preparation of required shipping documents
- Monitor and engage customers on status of documentation and shipment
- Attend to incoming telephone/emails queries relating to documentation matters
- Ensure release of shipping documents to customer against payment at counter
- Issuance of manual invoice to customers
- Committed in delivering excellent customer service

Previous work experience includes:

- **Export Documentation Representative** (2005 – 2007)
APL-NOL (M) Sdn Bhd, KL.
- **Sales Executive** (2003 – 2004)
Ideal Approach Sdn Bhd, Subang Jaya.
- **Sales Coordinator** (2001 – 2002)
Creative Business Sdn Bhd, Pandan Indah, KL.
- **Technician** (2000 – 2001)
Magnumtronic Sdn Bhd, Puchong.

Education and Qualifications

1996 – 1999 Institut Teknologi Pertama (ITP)	Diploma in Electrical / Electronic Engineering – 2:1
1991 – 1995 SM Taman SEA, PJ	SPM with 7 Credits including Math and English

Competencies

- Proficient in spoken and written English and Bahasa Malaysia; Fluent in local dialects
- Advance level in data sorting and entry with Microsoft Excel
- Competent in using Line and Agencies Real time Application (LARA)
- Certified ISO 9001:2008 internal auditor

Training/ workshops

- Microsoft office (Word, Excel, PowerPoint)
- Time management
- Visual management
- Coaching & Mentoring Excellence
- Communication in English for Business
- Leading People
- Managing Difficult People
- ISO 9001:2008 Awareness Training
- ISO 9001:2008 Internal Auditor Training

Interests and Hobbies

I enjoy travelling and visiting new places, spending time with family and jumping on trampoline to stay fit.

References

Ms.Goh Soh Lan Head – Shipping Division Shared Services Centre Malaysia (SSCM) CMA CGM Group Mobile: 016 – 6801 750	Pn.Sharifah Wahidah Senior Manager Audit & Quality Assurance CMA CGM Malaysia Sdn Bhd Tel: 603 – 2299 2940
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