

Cheng Lee Pheng (Kiki)

Contact Details

Address : No. 42, Jalan USJ 12/2F, Subang Jaya
47630, Selangor, Malaysia
Mobile No. : 013-2199292
Email : kikicheng19@gmail.com

Personal Particulars

Age : 38 years
Date of Birth : 19 July 1975
Nationality : Malaysia
Gender : Female
Marital Status : Single
IC No. : 750719-10-5384

Qualification

Qualification : Bachelor of Science In Economics & Management (University of London)
Field of Study : Economics
Institute/University : H.E.L.P Institute
Grade : Pass
Graduation Date : 1997

Diploma

Diploma in Economics (University of London)

Experience

Experience Level : Total 15 Year(s) of Experience

Employment History

Company Name : **Mettler-Toledo (M) Sdn Bhd**
Position Title : Team Leader, Customer Support
Position Level : Senior
Specialization : Customer Support/Administration
Industry : Heavy Industrial / Machinery / Equipment
Duration : Oct 2004-Present
Monthly Salary : MYR 4535 (excluding monthly commission)
Work Description :

Reporting to Financial Controller.

- Responsible for the department sales and service administration & day to day operations.

Sales:

- Coordinate end to end deliveries, installation & commissioning of equipments.
- Issue purchase orders to suppliers, process sales orders by utilising the AccPac system.
- Updating the CRM System upon Purchase Order received.
- Prepare Sales Analysis Report, Management Report, Order On Hand Report on a monthly basis.
- Prepare C.O.D invoices & follow up payment.

Service:

- Handling all incoming customer calls on enquiries and breakdown of equipments.
- Update daily jobsheets for all maintenance service jobs and in house repair jobs.
- Generate monthly reports : engineer performance report, agreement report.

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Company Name : Abex Medical Systems Sdn Bhd

Position Title : Administrative Executive
Position Level : Junior
Specialization : Admin-Service
Industry : Medical
Duration : Aug 2000 – Sept 2004
Monthly Salary : MYR 2200
Work Description :

Report to Service Manager

- Process purchase orders, delivery orders & quotations.
- Generate monthly reports : monthly service schedule, preventive maintenance agreement & invoicing.
- Follow up on payment collection.
- Monitor spare parts stock to ensure at optimum level.

Company Name : Pressure Products Sdn Bhd

Position Title : Sales Coordinator
Position Level : Entry
Specialization : Admin-Sales
Industry : Industrial / Machinery / Equipment
Duration : Oct 1997- July 2000
Monthly Salary : MYR 2000
Work Description :

Report to Sales Manager

- Handling issuing of sales orders, purchase orders, quotations & sales enquiries
- Other daily administrative job functions

Skills

(**Proficiency: Advanced** - Highly experienced; **Intermediate** - Familiar with all the basic functionalities; **Beginner** - Just started using or learning the skill)

Skill	Years	Proficiency
Internet Browsers	>3	Intermediate
MS Office	>3	Intermediate
ACCPAC Accounting Software	>5	Intermediate
CRM System	>5	Intermediate

Languages

(**Proficiency: 0=Poor - 10=Excellent**)

Language	Spoken	Written
Bahasa Malaysia	5	5
English	5	5
Chinese	5	3

Text Resume / Additional Info

Results-oriented professional consistently promoted to positions of increased responsibility. Hands-on experience gained from diverse aspects of operations management, customer service, sales and service. Possess the ability to work independently and in a team with skills in leadership and management.

Availability : Immediately after notice period of 2 month(s)

Job Preferences

Expected Monthly Salary : MYR 6500(neg)
Willing to Travel : Maybe, Depends
Willing to Relocate : Maybe, Depends
Possess Own Transport : Yes