



## Shardawati Binti Md Isa

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### **PROFESSIONAL OBJECTIVE**

To contribute my skills and experience in any challenging position that can increase productivity and efficiency.

### **EMPLOYMENT HISTORY**

#### **1. AsPac Lubricants Malaysia Sdn Bhd**

**Oct'19 -Present**

**Position Title** : GSC Coordinator Cum Procurement  
**Specialization** : Inventory / Administrative / Accounts  
**Industry** : Oil / Gas / Petroleum  
**Work Description** :

- Responsible for the procurement strategy and policies process.
- Liaising with business to ensure that appropriate policy processes and procedures are in place as per procurement policy and strategy.
- Source potential vendor / suppliers for new potential business opportunities (review, compare, evaluate, and analyze the offers) before appoint tender, negotiate contract terms of agreement/pricing and payment terms
- Maintain and update list of suppliers on their contract, qualification, delivery times and performance
- Monitor the performance of vendors/ suppliers. Update Product Non-Conformance Claim raised by Customer Complaint and Plant Production team as part of ISO compliance.
- Manage supplier annual audit, yearly process capability assessments (refers "PCA", non-site audit) & responsible to compile all supplier Business Continuity Plan (BCP) and ISO certification.
- Manage vendor management an establish strong relationship.
- Responsible for the Imported FG & local FG purchase (auto, marine, industrial) process complete (i.e.: raising PO, follow-up on shipments, ensure timely delivery and shipping document in placed ,Form D tax exemption are applied compilation of LOC & MSDS in placed, verify forwarding invoices, update PO status and PCTP for business's reference)
- Review quality of purchase product
- Maintain update records of purchased products, delivery information, invoice, quantities into internal database.
- Prepare report on purchases, including cost analyses
- Monitor stock level and purchase order as needed
- Coordinate with warehouse team to ensure proper storage and transfer of Finish Goods to customer
- Gather information and create report from all department
- Maintain records of purchase, pricing, and other important data
- Coordinate with Finance teams relating to invoices issues (e.g.: problematic invoice & open receipts/order)
- Preparing stock take report & variance of stock take analysis report
- Accountable to ensure safe execution of the contracted work while applying Working with Contractor process as specified.
- Ensure HSSE policy and standards are communicated effectively to the suppliers/ contractors and monitor their compliance from time to time.
- Ensure workplace inspections are in place, assist in the resolution of health and safety issues as required
- Label Transfer Tender Project – responsible for collection of bottle samples, Mastercard's for the transition process to rewarded supplier / updating data template, focal point for supplier to communicate with marketing & source country on the approval process.
- New Product Items (High Lander : Project)– responsible for the items creation forms and updating to system and distribute all the approve master card label to internal & external stakeholder, timely before 1st filling (Streamline & JDE Webtool)
- Document all activities and tasks as per the project standards.

## **2. Access Australasia Sdn Bhd**

**Oct'17 –Jan'19**

**Position Title** : Administrator  
**Specialization** : Administrative/ Accounts / Procurement  
**Industry** : Construction / Scaffolding  
**Work Description** :

- Responsible for the procurement process. Request quotation and prepare purchase order, work order and other procurement document. Also updating the pricing into master data.
- Review requisition, review delivery status & compile delivered document for payment purpose.
- Assist Procurement Manager on any new contract / agreement.
- Maintaining and updating supplier master data such as new vendor registration, supplier details, payment terms etc.
- Monitoring the vendors/suppliers performance level such as supply on time, qualities supply etc.
- Monitoring and expedite all goods delivery from suppliers are in order and on our scheduled.
- Updating the master data for the material rental & rented to vendor.
- Coordinate with material coordinator to ensure efficient movement of materials
- Prepared invoice for the scaffold material rented.
- Coordinate with Finance relating to invoices issues and checking directly through account payable system where necessity
- Checking, review and verify all subcontractor invoice (timesheet, claims, allowance)
- Prepare payment for vendor / staff claim and office expenses
- Compile and checking staff attendance on monthly basis against the punch card/ thumbprint
- Assist in the preparation of reports (e.g.: budget / accrual)
- Manage office administrative works such as Office Cleaning and Refreshment and liaise with IT Panel related IT issue
- Ensure and upkeep proper filing system (maintaining the records of personnel management and benefit, personnel files, performance evaluation, employee payroll, overtime, allowance, leave, attendance, and medical claims.
- Perform other ad-hoc duties as assigned by management

## **3. Mega Fortris Sdn Bhd**

**Jan'16 –Aug' 17**

**Position Title** : ERP Support Executive (Inventory ERP support)  
**Specialization** : Administrative/ Inventory  
**Industry** : Manufacturing  
**Work Description** :

- Prepared training material for the ERP system – inventory control
- Provides support and point of contact on issues relating ERP system for the inventory side
- Coordinates and interfaces with ERP, procurement and finance team super user on system issues that cannot be resolved
- Ensure all the material requested / work in progress (WIP) & Finished Good are correctly entered in ERP system with daily basis without any issue related
- Works closely with Finance to meet month end inventory stock take
- Prepare the monthly report for the inventory (manual vs. ERP system)

## **4. Chevron Malaysia Limited (formerly known as Caltex Oil Malaysia)**

**Jun'12 –Nov'15**

**Position Title** : Operation Administrator  
**Specialization** : Inventory / Administrative/ Accounts  
**Industry** : Oil / Gas / Petroleum  
**Work Descriptions**

### **Inventory Management**

- Performs daily Stock Reconciliation of physical against book inventory (reconciliation of meter log against SAP sales)
- Responsible for the processing and gathering all sales data & highlights variances and ensures investigation is conducted
- Maintain Daily Bulk Stock Movement Report
- Reconciles daily lifting from supply sales customers & competitor to VCO
- Monitor physical stock receiving to be tally with Automation Terminal Gauge (ATG) reading: ensure physical stock received are timely booked in the SAP & Facility Based System (FBS)
- Gauge Book maintenance & stock position daily submission for replenishment & finance need

### **Haulage Payment**

- Acts as fleet auditor for Evaluated Receipt Settlement (ERS)
- Ensures timely submission of the haulage billing on manual claims i.e. Guarantee Volume Charge (GVC), Diversions, fuel surcharge and overnight charge
- Updates the tracking template on bills received from hauler; computes the haulage accrual and reversal
- Analysis report maintainer for Terminals actual cost vs score card – actual claims, manual claims, miscellaneous claim (tolls, fuel surcharge)

### **Delivery Operations**

- Provides SAP delivery due list of customer orders received from the customer service center and pass to hauler scheduler to prepare delivery schedule
- Coordinates with hauler scheduler to optimize resources for dispatch of fuel products
- Generates Delivery Note, performs shipment planning, goods receipt and generates invoices for schedule orders to Retail, C&I and own collections customers
- Allocates tank truck security seal for each delivery note to Retail and C&I (Controls the seals issuance, inventory control and replenishment of seals)
- Organizes the Delivery Note (DN) according to trip/delivery; hand over the DN to the drivers for loading operations
- Monitors the daily schedule to make sure all planned deliveries are executed timely
- Coordinates and communicates with Hauler, CSC and RBC on fuels delivery related issues that may arise to ensure safety and reliability of the fleet operations
- Ensures delivery rules are met and journey plan is updated in the SAP PC8 system and participate in Journey plan

### **Supervision and Compliance**

- Provides coaching and supervision to other Operation Administrators in supporting terminal operations and optimize the business
- Provides administrative and analytical support to terminal leadership by consolidating fleet and operations data, and OPEX spending
- Maintains the terminal staff annual leave record in SAP –PCH , verify staff claims and Overtime (OT)
- Ensures bulk stock, Delivery Notes and all related terminal documents are filed and kept in accordance to records retention policy
- Reviews Daily Cash and Banking report, Bulk Stock Reconciliation Report, Daily Delivery Due List, Daily Cancellation report
- Conducts SOX testing and ensures internal controls are adhered to by terminal staff
- Maintains compliance register required for the operations of the terminals
- Ensures timely renewal of licenses and payment as required by Government Ministry and Local Town Council.

### **Incoming Payment**

- Key in daily cheques receipt into SAP system
- Reconciles the delivery dues list against the payments from customers and verifying that payment corresponds to amount of invoice
- Highlights to Retail and Credit on short, non--payment and discrepancy in checks receipt

### **Operational Excellence (OE)/Health, Environment and Safety (HES) Activities**

- Performs OE/HES activities including but not limited to participation in safety meeting, emergency response, fire drills and incident reporting / mitigation
- Ensures vehicle reliability, availability, safety, and Delivery in Full on Time - To ensure that methods and standards are safe, effective, and efficient

### **System Support**

- Provides local support and point of contact on issues relating SAP, Ariba and FuelFac
- Coordinates and interfaces with PAD, procurement and FuelFac Super user on system issues that cannot be resolved locally
- Works closely with Finance and MSSC to meet month end reporting requirement and closing timeline
- System controller / coach (Tank to Tank transfer activity, SAP & TAS system maintenance for OOC terminal lifting-additive & document)

### **Daily/Monthly Reporting**

- Provides daily and monthly reports on customs subsidy, additive usage and replenishment and scorecard - Provides daily actual lifting versus forecast volume for Retail, C&I and supplier customers to VCO for replenishment planning
- Compiles and updates delivery matrix such as Customer Delivery Reliability (CDR) report, diversion, split loads on daily and monthly basis
- Maintains filing system for back office support of all delivery transactions processed
- To provide support to the managers and supervisors therefore must give the quality information for the preparation of the monthly and annual reporting
- Preparing custom submission documents such as Penyata Gudang, Meter Rack Reconciliation, Penyata Penyelarasan (K1--supporting documents) & K9 -custom Form K9 for domestic export declaration.

### **Administrative task**

- Prepare training material
- Assist in preparation of budgets/forecast and any ad-hoc task required
- Request quotation and prepare purchase order, work order
- Verify and review the invoice for the payment purpose
- Perform any administrative duties (e.g. filing, mailing) and other ad-hoc tasks as when required

### **Special Project Involved**

- RACI (Reliable Accurately Controlled Inventory) Project
- LSS (Lean Six Sigma) Fleet Cost Control Project
- LSS (Lean Six Sigma) Task Optimization – Administration
- TAS (Terminal Automation System) Project, FBS (Facility Based System) integration

**5. AsPac Lubricants Malaysia Sdn Bhd****May'10 – Jun'12**

**Position Title** : Procurement & Admin Assistant  
**Specialization** : Inventory / Administrative / Accounts  
**Industry** : Oil / Gas / Petroleum  
**Work Description**

- Responsible for the procurement of packaging materials, finished products and 3rd party services, such as request quotation and prepare purchase order, work order and other procurement document. Also updating the pricing into JDE purchasing system.
- To assist Procurement Executive to monitor 3rd party blending/filling services & imported finished goods
- To assist Procurement Manager on any new products introduction of the changes on current packaging and any other marketing potential matters.
- Maintaining and updating supplier master data such as new vendor registration, supplier details, payment terms etc.
- Monitoring the vendors/suppliers performance level such as supply on time, qualities supply etc. -Monitoring and expedite all goods delivery from suppliers are in order and on our scheduled.
- To coordinate with Finance relating to invoices issues and checking directly through account payable system where necessity.
- Perform any administrative duties (e.g. filing, mailing) and other ad-hoc tasks as when required - To assist in the preparation of monthly reports (egg: Imported FG / 3rd parties / PNCC)
- To involve in the monthly & yearly stock take with 3rd parties (preparing stock take report & variance of stock take analysis report.)
- To assist immediate superior to arrange of plant meeting.

**6. ING Insurance Berhad****Dec'06 – Mar'10**

**Position Title** : Claims Executive  
**Specialization** : Clerical / Administrative  
**Industry** : Insurance  
**Work Description** :

- To prepare and review insurance claim forms submitted by client are compliance according to the insurance company claim procedure with completeness of collecting all the relevant documents.
- To process and recommend claims based on the benefits coverage and eligibility
- Liaise with sales personnel/agents/brokers on claim issues with the providers and/or clients for processing of payment.
- To ensure the completion of all outstanding claims with active follow-up to the related parties in proper timely on filing of claim documents.
- To attend any enquiries from providers and members, via phone/letter/e--mail
- To assist in general administration and clerical work.

**7. AIA Insurance****Jul'05 – Nov'06**

**Position Title** : Claims Assessor  
**Specialization** : Clerical / Administrative  
**Industry** : Insurance  
**Work Description** :

- Process outpatient / clinical claims.
- Sorting, matching document with cheque payment, prepare letter to clinic and client regarding the claims
- To deal with the agents, clients & customer service department
- Assist in general administration (e.g. filing, mailing, data entry) & maintain office supplies inventory.
- To prepare monthly report for the approve policy.

**8. Great Eastern Life Insurance****Feb'03 – Apr'05**

**Position Title** : Admin Support Assistant  
**Specialization** : Clerical / Administrative  
**Industry** : Insurance  
**Work Description** :

- Process & issue new policy application (sorting, matching with document & send out to agency / client)
- To communicate with internal parties on matters related to administration / office management activities
- To assist in general administration and clerical work (e.g. filing, mailing, data entry)
- To check the staff monthly claims, handling leave records, overtime record for policy issuance team
- To monitor and maintain office supplies inventory (etc. stationery / refreshment).

**EDUCATION BACKGROUND****Pre-Diploma in Commerce****1999**

Institute/University : Kolej Yayasan Pelajaran Mara Kuala Lumpur (Malaysia)

**Sijil Pelajaran Malaysia (SPM)****1997**

Institute/University : Sekolah Menengah Tengku Ampuan Jema'ah

**LANGUAGE**

<b>Language</b>	<b>Spoken</b>	<b>Written</b>
Bahasa Malaysia	Excellent	Excellent
English	Fair	Fair

**SKILLS**

-MS Office	- JDE A9.1	-Process Management
-SAP	- ERP	-Procurement Planning
-ARIBA	-Inventory	-Negotiation

**TRAINING ATTENDED**

<b>2014</b>	RSI Management System – Office Ergonomics Training & Self -Assessment CORPCOMP Operational Excellence Data Privacy CORPCOMP Business Conduct and Ethics Code Training 2014 MVS Defensive Driving Training Global Downstream Motor Vehicle Safety Awareness Training Workplace Violence Prevention CORPCOMP Conflicts of Interest Training First Aid & Cardiopulmonary Resuscitation
<b>2013</b>	Managing Process Safety in OE Well-nomics Assessment Reference Point (ARP) Process Awareness Training RSI Management System – Office Ergonomics Training & Self -Assessment

**Personal Particulars & Preferences**

Date of Birth	: 02 Aug 1980
Nationality	: Malaysia
Gender	: Female
Availability	: Immediately after 1-week notice