# SEARCHASIA

(A member of **SearchAsia Consulting Pte Ltd**)
RCB No.: 200708461Z        EA License No:.16S8107
391A Orchard Road #11-03/04 Ngee Ann City Tower A Singapore 238873
Main: (65) 6735 5885        Fax: (65) 6735 5129
www.searchasia.com.sg

**PRIVATE AND CONFIDENTIAL**

## From: Kerwin Tan Kai Bin, R1331624, SearchAsia, Singapore
Email: kerwin.tan@searchasia.com.sg

**CANDIDATE RESUME  - IT SYSTEM ANALYST (WMS)**

| | | |
|---|---|---|
| Name | : | Teo Jia Hean |
| Year of Birth | : | 1989 |
| Gender | : | Male |
| Nationality | : | Singapore PR |
| Languages | : | English |

## ACADEMIC QUALIFICATIONS/ CERTIFICATIONS

**University of Northumbria**
Bachelor's Degree in Computer Science/Information Technology
Major in Computer Science

## PROFILE

Experienced Senior Executive with history of working in the information technology and services and logistics industry. Areas of Expertise in Supply Chain Management and SME in Inventory warehouse management and fulfillment management with both side IT and business knowledge. Experienced travel oversea for project deployment and transition. Skilled in requirement gathering, project management, ITIL, data analysis, problem-solving, SQL oracle, SQL Server and Microsoft Excel. Strong IT professional with a bachelor's degree in Computer Science from Northumbria University. Total 10 years of working experiences.

## SKILLS

- ITILOracle
- SQL
- SQL Server

**SEARCHASIA**

(A member of **SearchAsia Consulting Pte Ltd**)
RCB NO.: 200708461Z         EA LICENSE NO:.16S8107
391A Orchard Road #11-03/04 Ngee Ann City Tower A Singapore 238873
Main: (65) 6735 5885         Fax: (65) 6735 5129
www.searchasia.com.sg

**PRIVATE AND CONFIDENTIAL**

- .NET Programming
- Project Management
- Requirement gathering and functional specification
- Webservice
- Advance Excel
- Data analytics.

## ACHIEVEMENT AND RECOGNITION

- Dell Bronze Award FY17Q2 (2016)
- Dell on the Sport Award FY16Q3 (2015)
- Dell on the Sport Award FY15Q3 (2014)
- Dell on the Sport Award FY14Q4 (2014)

## AREA OF EXPERTISE

- Warehouse Management System
- ERP System
- SAP, Beginner Level
- Middleware System

## PROJECTS

**Project Name: CSM Digitalization**
- Duration: 1 year (WIP)
- Role: Business System Analyst cum Project Manager
- Challenges: Too many manual processes, lack of documentation, Legacy system migration and customer lack of visibility
- Migration Reason: Data drive organization
- Summary: Case study customer service process flow. Time capturing every task taken. Analyze the process. Phase 1propose to build a centralized system and migrate over the legacy system. (Current Stage, Pending Stakeholder and Project Sponsor Signoff) Phase 2 enhance the data quality reduces manual input replaced by RPA and integration with the source system. Phase 3 business process streamline and identify WMS change requests. Phase 4 build visualization reporting to drive KPI and productivity by Tableau or Power BI.

Project Name: **Enhance Warehouse Management System (WMS) for e-commerce flow**

PRIVATE AND CONFIDENTIAL

- Duration: 4 months (WIP)
- Role: Business System Analyst
- Challenges: Timing consuming for all the steps take via system, Label Waste and multiple printing steps required.
- Enhancement Reason: To streamline the system process together with operation process to increase the order packing efficiency.
- Summary: Collect and analyze requirements from the Project Manager and Operation team. Plan and design a new system interface and process flow. Estimate cut at least 50-60% on-screen click from the operator. Functional Specification has been signoff from Project Sponsor.

## Project Name: Warehouse Management System (WMS) migration
- Duration: 1 years and 2 months (Halfway take over after I join the team)
- Role: System Analyst cum Business Analyst
- Challenges: User time to time changing requirement.
- Migration Reason: Migrate WMS from legacy system to new web-based WMS
- Summary: I migrated 11 warehouses to new web-based WMS. This will allow the user to access through the web browser for convenience. I'm responsible for massaging old master data and housekeeping before migrated to the new system, master data mapping from the old database to the new database, continuity working with business team and developer, ensure infrastructure setup and security setup correctly, ensure all integration web service(middleware setup) and txt file connected to the vendor, customer, upstream application and downstream application go through successful, end to end process set up correctly, reporting development, create the test case, provide user training, assist the user for UAT, travel to China for deployment and provide business support.

## Project Name: Fulfillment System integration with DHL EasyShip system
- Duration: 1 months Role: System Analyst cum Business Analyst
- Challenges: Need to speak Cantonese as this integration project is for Hong Kong site.
- Integration reason: Users need to scan and submit orders, then go to DHL EasyShip system key in all the order information then update AWB back to our inhouse system and very time-consuming.
- Summary: This integration is based on our internal data vs data mapping requirement provided. The design flow is each order of shipment we were done packing and submits we will generate a text file to the Linux server that provided by the carrier forwarder and they will pick up from their end. I'm responsible for the requirement gathering, work closely with carrier forwarder IT and our developer, create test case, assist the user for UAT, ensure order accepted by DHL and return with a positive acknowledgment. provide

# SEARCHASIA

(A member of **SearchAsia Consulting Pte Ltd**)
RCB No.: 200708461Z        EA LICENSE No:.16S8107
391A Orchard Road #11-03/04 Ngee Ann City Tower A Singapore 238873
Main: (65) 6735 5885        Fax: (65) 6735 5129
www.searchasia.com.sg

PRIVATE AND CONFIDENTIAL

the text file result screenshot to the business user for verification after the order been submitted.

**Project Name: Enhance Fulfillment System integration with DHL EasyShip system (Paperless Trade for all packinglist, declaration form and invoice information)**
- Duration: 3 weeks Role: System Analyst cum Business Analyst
- Challenges: Need to speak Cantonese as this integration project is for Hong Kong site.
- Role: System Analyst cum Business Analyst
- Integration reason: Go green environment.
- Summary: As each shipment there are too many documents attached to it. We work together with our partner DHL to reduce the paper documents and all go digital copy. My responsibility for this role was to work closely with DHL IT to understand the data requirement and mapped it to our internal data, work closely with the developer to generate the information. create test case, assist the user for UAT, ensure order accepted by DHL and return with a positive acknowledgment. provide the text file result screenshot to the business user for verification after the order been submitted.

**Project Name: New warehouse setup (Kickstarter Businesses)**
- Duration: Averagely each warehouse takes 2 weeks
- Role: System Analyst cum Business Analyst
- Challenges: -
- Setup reason: New Business
- Summary: Requirement gathering to check if any specific request from the customer site. Work closely with the Developer to ensure all requirement is customized. Else we will set up as a standard process. Mainly this kind of business is fast come and go, therefore we will not spend or apply complex design for the entire fulfillment process. But we will still test on each single warehouse setup by our operation team to ensure they know how to process the orders

**Project Name: Last mile delivery tracking system setup (Phase 1)**
- Duration: 1 and half months
- Reason: Tracking driver location, as we are handling high and critical urgent shipment, we need to monitor the delivery status and provide immediate estimation delivery information to customer when needed.
- Role: System Analyst cum Business Analyst
- Challenges: Limited knowledge and brand-new area for me
- Summary: Attend vendor selection session. Provide opinion and cost-effectiveness. I am responsible for the requirement gathering, work closely with vendor IT to set up the system. Went through with user for outdoor live tracking testing, create test case, provide

**SEARCHASIA**

(A member of **SearchAsia Consulting Pte Ltd**)
RCB No.: 200708461Z        EA LICENSE No:.16S8107
391A Orchard Road #11-03/04 Ngee Ann City Tower A Singapore 238873
Main: (65) 6735 5885        Fax: (65) 6735 5129
www.searchasia.com.sg

training to the user, assist the user for UAT, ensure order creation, and GPS capturing information is correct.

**Project Name: Last mile delivery tracking system Integration with WMS (Phase 2)**
- Duration: 1 months Reason: Reduce time consuming from user to create each order manually.
- Role: System Analyst cum Business Analyst
- Challenges: This is a standard application, we cannot do much customization on it.
- Summary: This Integration purpose is each delivery status change, status information will be sent back to our WMS system. I work closely with our vendor to understand web services requirements and structure (Push and Get), Data mapping web services column vs internal Database. Also work with our developer (to design the web service). outdoor live tracking testing, create test case, provide training to the user, assist the user for UAT, ensure order flow to live tracking system and return with a positive acknowledgment, ensure status/POD information result flow back to WMS.

## PROFESSIONAL HISTORY – BRIEF

| | |
|---|---|
| **2019 – Present** | **Bollore Logistics Singapore**<br>Business System Analyst |
| **2019 – 2020** | **Serial System Ltd**<br>System Analyst |
| **2017 – 2019** | **Teckwah Industrial Corporation Ltd**<br>System Analyst |
| **2015 – 2017** | **Dell Technologies**<br>Inventory Control Senior Analyst |
| **2011 – 2015** | **Dell Global Business Center**<br>Application Management Analyst |

## PROFESSIONAL EXPERIENCE – DETAILS

**2019 – Present**                **Bollore Logistics Singapore**

# SEARCHASIA

(A member of **SearchAsia Consulting Pte Ltd**)
RCB NO.: 200708461Z     EA LICENSE NO:.16S8107
391A Orchard Road #11-03/04 Ngee Ann City Tower A Singapore 238873
Main: (65) 6735 5885     Fax: (65) 6735 5129
www.searchasia.com.sg

**PRIVATE AND CONFIDENTIAL**

Business System Analyst

**Responsibilities:**

- Work closely with customer LVMH to advise system solution.
- Manage team size of 2.
- SME for WMS and other systems.
- Providing daily support to the operation team.
- Manage outsource vendor.
- Work systems change requests.
- Lead, review and analyze legacy systems or convert manual processes to system Digitalization to be ready for a data-driven organization.
- Provide support to e-commerce projects.
- Assist Data Architect on Datawarehouse source system database mapping.

**Reason for leaving:** Seeking new challenges

**2019 – 2020**            **Serial System Ltd**
                             System Analyst

**Responsibilities:**

- Collect and analyze business user requirement and translate into project specifications.
- Provide daily support to business users for inhouse WMS system and SAP system.
- Work with the 3PL operation team to ensure they follow SOP strictly.
- Advice user a better effective and efficient solutions.
- Practice SDLC methodology for project enhancement/deployment.
- Yearly Asia Pacific on site/remote stock take support.

**2017 – 2019**            **Teckwah Industrial Corporation Ltd**
                             System Analyst

**Responsibilities:**

- Collect and analyze business user requirement and translate into project specifications.
- Provide daily support to business users.
- Advice user a better effective and efficient solutions.

# SEARCHASIA

(A member of **SearchAsia Consulting Pte Ltd**)
RCB No.: 200708461Z       EA License No:.16S8107
391A Orchard Road #11-03/04 Ngee Ann City Tower A Singapore 238873
Main: (65) 6735 5885       Fax: (65) 6735 5129
www.searchasia.com.sg

<div align="center">**PRIVATE AND CONFIDENTIAL**</div>

- Practice SDLC methodology for project enhancement/deployment.
- Oracle store procedure/package development, customization reporting by SQL query and system Migration experience.

**2015 – 2017**                 **Dell Technologies**
                                Inventory Control Senior Analyst

**Responsibilities:**

- Reconciliation job transition from US.
- Support US 3PL outbound fulfillment facilities and reverse supply chain facilities.
- Work on reconciliation month, drive appropriate root cause and corrective action to reduce variance in reported inventory balances month.
- Analyze large and complex data sets across multi IT application.
- Conduct random production floor audit ensure 3PL follow standard SOP.

**2011 – 2015**                 **Dell Global Business Center**
                                Application Management Analyst

**Responsibilities:**

- Follow ITIL process strictly to handle Incident Management.
- Provide daily support to internal manufacturing segment.
- Leading a team to achieve operational improvement through managing segment KPI's
- Working closely with the global team, cross-functional team and driving initiative globally in IT Ops space.
- Drive system performance improvements and process improvements.

**REMUNERATION**

**Current Drawn Salary**          S$ 5,100 x 13 months

**Allowance**                     S$ 50 x 12 months (Mobile)

**Variable Bonus**                2.5 months

**Expected Salary**               S$ 6,000 x 13 months

# SEARCHASIA

(A member of **SearchAsia Consulting Pte Ltd**)
RCB No.: 200708461Z    EA License No:.16S8107
391A Orchard Road #11-03/04 Ngee Ann City Tower A Singapore 238873
Main: (65) 6735 5885    Fax: (65) 6735 5129
www.searchasia.com.sg

PRIVATE AND CONFIDENTIAL

## AVAILABILITY

**Notice period**                    1.5 months

## REFERENCE'S REPORT

We have given an undertaking to all candidates that no references will be taken up without their prior permission.  We would ask you to adhere strictly to this and not make any enquiries formal or informal, until you have agreed with the person concerned.

Since we have not taken up any references at this stage, we have decided to accept as correct the facts presented by the candidate.  Therefore, any offer of employment should be made subject to the verification of all relevant statements and satisfactory references, which we ask that you should take up at the appropriate time