# Candidate Profile

## General Information

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| **Role Applied For:** | System Analyst |
| **Candidate Reference:** | 45411 |
| **EA No. / Regn No.:** | 94C4359 / R2196712 |

## Personal Details

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| Residency Status (Citizen / PR / N. A.): | Citizen |
| Type of Work Visa: | N. A. |
| Current Location: | Singapore |

## Professional Summary

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| Years of Relevant Experience: | > 8 years |
| Previous Position / Industry: | Assistant Logistics Executive / Logistics & Supply Chain Management |
| Reason for Leaving: | Lack of career progression |
| Highest Academic Achievement: | Master of Business Administration - MBA |
| Other Relevant Certificates: | Bachelor of Science |
| Expected Salary (Min): | $4,000.00 - $4,500.00 |
| Last Drawn Salary: | $3,538.46 + AWS + PB (1 month) + AL (18 days) OR $46,000.00 pa (with AWS) + PB (1 month) + AL (18 days) |
| Notice Period: | Immediate |

## Other

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| Recommendation: | This candidate is recommended as he:<br>– is highly exposed to the Warehouse Management System (WMS) throughout his whole career in the logistics industry;<br>– has strong working experience in studying and providing the relevant specifications to improve the WMS system in Toll Global:<br>– is highly experienced in Visual Basic and Microsoft Access programming;<br>– displays a strong sense of initiative to improve multiple SOPs by drawing and mapping clear flow charts;<br>– has excellent abilities to analyze business information and ensures smooth system implementations;<br>– is highly adaptable to working around unforeseen circumstances at work; and<br>– displays a strong sense of professionalism in dealing with difficult customers. |
| Other Remarks: | N. A. |

# Teo Kern Yiam

Position: System Analyst

## Professional Profile

- A Computer Studies and MBA graduate. More than 8 years working experience in Logistics Industry, include Inbound, Outbound, Transportations, Customer's service, and Quality Control.
- Seeking career opportunities in the Supply Chain Industry.
- Possess strong analytical skill and 'can do' attitude and strong in Data Analysis.
- Experienced with the Warehouse operations (DG and non-DG goods handling), Safety measures, Stock takes and Outbound Export Planning.
- Some of my strengths include analyzing productivity reports, efficient in producing statistics reports and interpreting KPIs. I am patient in writing/updating SOPs, drawing flowcharts, write operation checklists as well as freight invoices audits.
- Possess expertise in Microsoft Office, such as ability in managing databases (Access etc) and proficient in "Excel", "Word" and "PowerPoint".
- Familiar with GT Nexus and have conducted many RCCA. Attended Project Management and Data Analytics courses. Qualified First Aider and possess Forklift License.

## Employment History

**SKYLIFT DISTRICENTRE PTE LTD**                                                    **Jul 2017 – Feb 2021**
**Assistant Logistics Executive**

- Managed the inventory and other logistics functions for customers, both for local and Export.
- Worked in Customer Service in July 2019. Duties include process customer's orders, inventory tally, answer customers enquiry and preparing delivery order.
- Moved on to set up QC section in August 2020 where I did improvement projects, cycle count, check inbound/outbound data accuracy, analyzing productivity reports, KPI reports, inventory adjustments, ABC Analysis and investigate damages found in warehouse or at customer sites.
- Conducted Export Load planning: Ordering containers and placing orders with suppliers, plan loading when containers arrive, perform checking and closing container for shipment.

**VWR SINGAPORE PTE LTD**                                                    **Oct 2016 – May 2017**
**Warehouse Logistics (Temp)**

- Duties cover both inbound and outbound.
- Arranged local transportation, receiving, performing GRN processes (include updating inventory) in system
- Assisted in sorting, checking and putaway when the warehouse is short-handed.
- Print picklist and update the inventory upon pick/pack,
- Print shipping marks and issue stocks to customers.
- Plan and arrange for both local deliveries and collections by forwarder for overseas customers.
- Inventory management, administration of Delivery Notes, and perform End of Day job in SAP.

**ADECCO (Leading global technology MNC)**                                        **Jul 2016 – Oct 2016**
**Order Administration Specialist**

- Acted as a gatekeeper to check for fraudulent activities and ensure payments made by customers were accurate
- Protected client's interest by analyzing suspicious trades and purchases
- Analyzed suspicious trade and purchase patterns to ensure orders were flagged and investigated
- Maintained high level of integrity and ensure compliance with organizational standards
- Resolved complex credit card issues, payment reconciliation, and order shipments arrived on time
- Performed outbound calls to customers in the Greater China Region to communicate effectively and perform checks to ensure orders were handled within stipulated time frame, SLA

**TOLL GLOBAL LOGISTIC**                                                    **Oct 2015 – Jan 2016**
**Supply Chain Engineer (Contract)**

- Attached to the FMCG department
- Duties include Continuous Improvement projects, assist in new WMS system testing and helped in RFP.
- Helped to write the requirements specifications for new WMS systems.
- Participated in the mapping of Warehouse processes to JDA functions.

**VWR SINGAPORE PTE LTD**                           **Nov 2014 – Jan 2015**
**Warehouse Assistant (Temp)**

- Ensure the return of DG goods to supplier is in good condition and pick/pack for local distribution.
- Used SAP warehouse system.
- Printed delivery notes and generated delivery reports.

**CATERPILLAR ASIA PTE LTD**                          **Aug 2012 – Aug 2014**
**Transportation Analyst**

- Worked in the Global Transportation Team
- Assist in Managing the Freight Transportation service providers and transportation metrics.
- Co-ordinated the Transportation (Land, Air and Ocean) operations of Caterpillar Asia Distribution Centre (ADC). ADC shipped Caterpillar machinery parts to dealers which spread across all the countries in Asia Pacific, Europe, and USA.
- Analyzed Transportation data to identify projects for Costs savings.
- Assist in ensuring compliance of shipping documentations.
- Maintain good customer relationship with Dealers with regular telephone calls.
- Maintain the statistics reports, supported RFQ to reduce costs.
- Updated SOP with flowcharts and monitored of KPI.
- Performed Root Cause and Corrective Analysis with the Service Providers for any service failures.
- Attended "Certificate in applying IMDG code".

**CATERPILLAR LOGISTICS SERVICES, ADC**               **May 2010 – Nov 2010**
**Contract Staff (Inbound)**

- Duties include the handling of the Exceptions Reporting Process and Enhancing the Existing MS Access System for keeping the Variance Records.
- Conducted checks of the Grief Products against the MR records and notify the shippers through the Exceptions Reporting system

**Freelance Consulting**                                 **Feb 2005 – Mar 2010**

- Small business dealing with IT projects

**SINGAPORE MRT CORPORATION**                      **Jul 1998 – Jan 2005**
**Senior Systems Analyst**

- Maintained the legacy information systems and develop new systems.
- Assisted to implement SAP Material Management Module (MM) in the company.

**DBS LAND LTD.**                                    **Jul 1995 – May 1998**
**Systems Analyst**

- Maintained the legacy information systems and develop new systems.

**NTUC INCOME INSURANCE CO-OPERATIVE LIMITED**         **Apr 1994 – Jul 1995**
**Analyst Programmer**

- Responsibilities include the maintenance of the existing systems, design, and development of the new systems.
- Promoted to Team Leader to manage a team of three persons.

**SINGRE INFORMATION TECHNOLOGY PTE LTD.**           **Jun 1991 – Feb 1993**
**Systems Analyst**

- Main duty was to write program based on specifications and conduct system studies and audit.
- Provided training for local and overseas customers on the Insurance system

## Academic Qualifications

     **1995 – 1998**       **Master of Business Administration - MBA**
                               University of Dubuque, USA

     **1993 – 1993**       **Bachelor of Science**

Deakin University, Australia

**1989 – 1991**     **Diploma in Computer Studies**
Ngee Ann Polytechnic, Singapore

## Professional Certificates

- **Analyzing And Visualizing Data with Power BI (May 2021)**
- **Project Management (Sep 2017)**
- **6 Sigma Green Belt**

## Skills

*Programming Languages*:
- VBA
- Microsoft Access
- SQL