

MCI – Operations Executive –

Personal Information

Address :
Nationality :

Last Drawn Salary : \$2580
Expected Salary : \$2800-\$3000
Availability : 1 month's notice

Employment

Period : Aug 2019 – Present
Name of Company : Bollorè Logistics Pte Ltd
Designation : Customer Service Officer
Last Drawn Salary : \$2580
Reason for Leaving : Looking for an opportunity to advance in the logistics line

Responsibilities :

- Process customer's orders/enquiries
- Provide quotation and delivery information
- Liaison with multiple parties including customers, carriers, vendors and overseas agents
- Shipping documentation for Import & Export
- Handling of Cargo documentation such as LCL and FCL
- Ensure compliance with customer's SOP
- Ensure Shipments are monitored (Vessel arrivals and departure for both import and export respectively)
- Costs, selling figures and other mandatory events are update timely in system Cargo wise.
- To meet the monthly target and KPIs
- Communicate discrepancies/issues to team supervisor or manager
- Any other ad-hoc work instructions

Period : Jun 2014 – Jul 2019
Name of Company : CEVA Logistics Pte Ltd
Designation : Operations Coordinator
Last Drawn Salary : \$2400

Responsibilities

- Supplier follow-up, contacting with suppliers to ensure they are shipping according to their weekly schedule.
- Make planning for supplier to ship ahead whenever there are upcoming holidays.
- Check supplier documentation on correctness of the order and other requirements.
- Create and send timely pre-advice to arrange pick-up with our in-house system (Matrix). Coordinate and instruct carriers and freight forwarders.
- Transportation planning to provide cost efficient shipping mode or way to customer.
- Maintain a good and close working relationship with suppliers, customers and freight forwarders.
- Checking if the Advance Shipment Notification (ASN) are received and creating or correcting if needed based on documents provided by Supplier.
- Provide support and backup coverage when needed.
- Record and communicate any order and/or schedule issues to customer and material plant planner.
- Report for any vessel delay to customer in timely manner.
- Ensure to meet daily KPIs.
- Ensure that all shipments and emails are not being missed out
- Ad-hoc duties

Period : Apr 2011 – Aug 2011
Name of Company : SDV Logistics Pte Ltd
Designation : Intern

Responsibilities

- Handling Louis Vuitton in warehouse.
- Responsible for 'Return' items that is defect, not selling or transfer.
- Report to client via Outlook about the 'Return' items along with scanned airwaybill, invoice, packing list and sometimes Certificate of origins (when item made from reptile skin).
- Follow up with customer via Outlook for further instructions.
- Prepare packing list (Email printout) and coordinate with operation team to arrange for shipment or warehouse storage.
- Check warehouse to ensure all 'Return' items are arranged accordingly based on customer instruction and that they are cleared from warehouse floor from time to time.

Education Background

Year : 2012- 2014
Name of School : University College of Dublin
Qualification : Bachelor's Degree in Logistics

Year : 2009 - 2012
Name of School : Republic Polytechnic
Qualification : Diploma in Supply Chain Management

Computer Skills

Proficient in Microsoft Office

Languages

Fluent in English and Malay