

## PERSONAL PARTICULARS

## RESUME SUMMARY

Latest Position:	Air Operations Executive Cum Customer Service
Highest Education Attained:	N-Level
Latest Salary:	S\$3050
Expected Salary:	S\$3200 – S\$3500
Availability:	1 Month
Gender:	
Age:	
Date of Birth:	
Marital Status:	
Race:	
NRIC:	

## SUMMARY

### Objective

A challenging and rewarding position in logistics/freight forwarding industry with a growing, forward-thinking company that provides the opportunity for professional growth and development.

### Summary

Motivated, committed, results-oriented and highly efficient person. Exercise initiatives with the extra-mile attitude. Willing and able to learn new things at a fast pace. Computer literate.

## EDUCATION

### **1996 – 2001**

Griffiths Primary School, Normal Technical Stream

### **2002 - 2005**

Eastview Secondary School, 5 GCE 'N' Level Credits

## WORKING HISTORY

### DEXTRANS WORLDWIDE PTE LTD

04 October 2019 –

Current

#### Air Operation Executive Cum Customer Service

\$3050

- Follow up Pre-alert to monitor daily incoming shipment and check shipment arrival
- Prepare document, conduct with or without survey at Terminal, arrange cargo clearance at terminal and arrange delivery
- Coordinate with local customer, overseas agents, freight forwarder and contractors
- CCN submission
- Key shipment into our in-house system (Cargowise), print D/O, prepare billing invoice/Cross-trade billing, filling, verify vendor invoices and job costing
- Check shipment status / uplift
- Resolve problem when they crop up
- Arrange pick up, execute MAWB/AWB, label cargo & submit FWB
- AR/AP, Generate monthly revenue report & resolve ACR & WIP

Reason for Leaving: Career Progression

### TIC TRAFFIC INTERNATIONAL CONSORTIUM (S) PTE LTD

September 2018 – October

2019

#### Air Import Coordinator

\$2600

- Follow up Pre-alert to monitor daily incoming shipment and check shipment arrival
- Prepare document, conduct with or without survey at Terminal, arrange cargo clearance at terminal and arrange delivery
- Coordinate with local customer, overseas agents, freight forwarder and contractors
- CCN submission
- Key shipment into in-house system (Sysfreight), print D/O, prepare billing invoice
- Check shipment status / uplift

Reason for Leaving: Better Opportunity

**DACHSER (SINGAPORE) PTE LTD**  
**Air Import Coordinator**

August 2016 – August 2018  
\$2750

- Follow up Pre-alert to monitor daily incoming shipment and check shipment arrival
- Prepare document, conduct with or without survey at Terminal, arrange cargo clearance at terminal and arrange delivery
- Coordinate with local customer, overseas agents, freight forwarder and contractors
- CCN submission
- Key shipment into our system, print D/O, prepare billing invoice/Cross-trade billing, filling, verify and booking vendor invoices
- AR/AP, Generate monthly report & Petty Cash
- Others related and non-related Ad-Hoc Duties

**Aramex International Logistics Pte Ltd**  
2016

August 2015 – March

**Operation Team Member**

\$2150

- Handling Express Courier Shipments
- Execute MAWB
- Do booking with Airline
- CCN submission
- Update incoming shipments in in-house system
- Send pre-alert to overseas agents

Reason for Leaving: Permanent part-time

**KGL Singapore Pte Ltd**  
**Operation Executive (Export)**

May 2015 – July 2015  
\$2000

- To prepare and cut Airwaybill (AWB)
- To prepare air export shipments documents and billings
- To submit FWB to carrier through Cargo Community Network (CCN)
- To declare Customs export permits
- To co-ordinate and communication with various parties (including customers, overseas agents, co-loader / carrier, transporter)
- To track and update cargo movement and Point of Delivery
- Follow-up air export shipments closely
- Attend to customers' enquiries and make necessary arrangements or changes for their bookings
- Tradenet permit declaration and data entry
- Send pre-alert to all overseas agents
- Do booking with Airline / co-loader
- Update incoming shipment in SAP systems
- Update daily report

Reason for Leaving: Had to take care of my child

**Uniworld Logistics Pte Ltd**  
**Airfreight Customer Service Executive (Import & Export)**

September 2013 – April 2014  
\$1800

- Handle customer's enquiries / declare permit
- Liaise with overseas agents on various requirements and rates
- Co-ordinate with import and export operations about documentation and shipments closely
- Communicate with carriers / customers / suppliers regarding pick-up or delivery of goods
- Booking with Airline / co-loader
- Send pre-alert to all overseas agents
- Track and update cargo movement
- Air freight quotation for customers

Reason for Leaving: Complication in 1<sup>st</sup> pregnancy

**Agility International Logistics Pte Ltd**  
**Customer Service Assistant**

June 2013 – September 2013  
\$1650

- To generate weekly / monthly report
- Sorting of documents
- Answering to customer's inquiries
- Liaise with customer regarding item order and received
- Co-ordinate with transporter about delivery

Reason for Leaving: Changing location

**Nippon Express (Singapore) Pte Ltd**  
**Customer Service Coordinator**

June 2012 – June 2013  
\$1550

Logistics Transport Branch

- Answering to customer's inquiries
- Prepare item from packing list for delivery
- Order items from supplier
- Check inventory
- Liaise with transporter and customer to ensure timely shipment / delivery of orders

Reason for Leaving: Perm 1yr Contract

**NNR Global Logistics (S) Pte Ltd**  
**Billing Coordinator**

September 2011 – June 2012  
\$1300

- Import and export billing
- Generate billing invoice
- Prepare invoice for mail out to customers

Reason for Leaving: Change Job scope

**Hitachi Transport Systems (Asia) Pte Ltd**  
**Billing Assistant / Shipping Assistant**

August 2010 – March 2011  
\$1200

- Handle import and export documents
- Liaise with overseas agents and customers regarding shipment
- Prepare B/L
- Check schedule and arrange booking with shipping lines
- Co-ordinate with warehouse and haulier for stuffing and un-stuffing container
- Generate invoice processing for billing

Reason for Leaving: Change in service line

**Schenker Singapore Pte Ltd**  
**Billing Coordinator**

January 2009 – December 2009  
\$6/Hr

- To generate billing invoice

Reason for Leaving: Continue studies

**Hi-Ace Employment Agency**  
(DHL HUB, Changi Airfreight Centre)  
**Data Entry Clerk**

August 2006 – October 2007  
\$6/Hr

- Key-in Airwaybill information data for Consignee

Reason for Leaving: Road accident

## **SKILLS & REFERENCE KNOWLEDGE**

Basic Computer Literacy

(Introduction to Computers, Microsoft Word, Excel and Excess.)

Practical Workplace Skills.

(Basic office skills, Interpersonal Communication at work, Basic Computer Literacy  
Microsoft Word & Introduction to Internet.)

Core Skills

(Basic Work with Confidence.)

## **LANGUAGES**

Spoken: English & Malay

Written: English & Malay