

RESUME

Date of Availability :

Expected Salary : **SGD 4200 p/mth** (negotiable)

Educational Background: -

- 2021, Singapore Chinese of Chamber Institute of Business (WSQ)
Diploma in Retail
- 2017, Kaplan Professional (WSQ)
Specialist Diploma in Leadership & People Management
- 1999 to 1999 , Bedok Commercial School
ITE / Cert. In Office Skill
- 1994 to 1995, Sek.Men. Katholik
SPM (Form 5.)
- 1991 to 1993, Sek. Men. Khai Mun
SRP (Form 3.)

Other useful skills and **STRENGTHS** are included:

- A responsible attitude
- Ability to make decisions under pressure
- Calm and patient
- Ability to lead and motivate others
- [Time management](#)
- Meticulous, considerate, and work independently
- Patient with excellent customer service & phone manner
- Ability to MULTI-TASK

- Strong in Microsoft Excel skills – Vlookup ; Pivot Table

Employment History:-

- 1) Position : Internal Sales
Company : Edwards Technologies Singapore Pte Ltd (MNC Company)
Period : Mar'2018 to Present
Current Salary: \$ 3,800 p/mth
Computer Software: SAP
Nature of Business : Industrial Vacuum pump
Reason for Leaving : Company restructuring

Job duties

- a. Prepare and control sales documentation such as create new customer profiles, updating customer databases
- b. Responsible for phone sales of call-in and walk-in customers, and deferring service products leads to VTS external sales people as appropriate
- c. Make outbound sales calls to diffuse customers and prospects.
- d. Support the rest of the sales team by identifying opportunities to up-sell and maximise our customer share.
- e. Maintain strong working relationship and communication between customers and internal stakeholder.
- f. Develop and maintain good customer relationships and ensure an excellent standard of after sales service is provided.
- g. Provide effective sales data, including quotation lead-time and order ratio's (including lost order reports).
- h. Effectively update and maintain the the CRM system in order to maintain a 360 view of our customers.
- i. Attend training as required to develop relevant knowledge and skills. - Undertake others project work(campaigns, other marketing initiatives) as required.
- j. Cross-sell customers to appropriate services.

- 2) Position : Customer Care Supervisor
Company : Host Pte Ltd (Distributor Company)
Period : Mar 2015 to Feb'2018
Current Salary: \$ 3,150.00 p/mth
Computer Software: Epicor
Nature of Business : Distributor of automation hardware component
Reason for Leaving : Office will be relocated to Jurong

Job Duties

- a. Supervises and coordinates activities of workers engaged in customer service activities.
- b. Attending for phone enquiry and documentations preparation such as quotation and email correspondences.
- c. Liaise and coordinate with our product principal for Warranty claim.
- d. Prepare reports and other documents as required by Management (E.g. Sale report, Tender report)

- e. Key liaison with supplier base and customer (Resolves complaints and answers questions of customers regarding services and procedures)
 - f. Liaise with suppliers and track delivery schedule.
 - g. Provide the ETA update to customer in weekly basic
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3) Position : Senior Project co-ordinator
Company : Quest Technology Pte Ltd
Period : Dec 2013 to Mar 2015
Salary : \$2,800 p/mth
Computer Software : ACCPAC
Nature of Business : Design & Build for cleanroom
Reason for Leaving : End of Contract (Project has been completed)

Job Duties:

- a. Attend to customer's complaints in timely manner
 - b. Issue Contracts, Letters of Intent, Purchase Orders, etc.
 - c. Assist in handling progress claim and final claims
 - d. Prepare Quotation and monthly report
 - e. Liaise and coordinate with sub-con ensure the work progress meet schedule
 - f. Study project schedule and plan site works on a daily basis
 - g. Updating the maintaining of relevant documentation / report
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4) Position : Admin Officer
Company : Deco-Base Enterprise Pte Ltd
Period : Mar'2013 to 30 Nov 2013
Salary : S\$2,200 p/mth
Computer Software : Taskhub
Nature of Business : Furnishing & exhibition contractors.
Reason for Leaving: End of Contract (Covered for maternity leave)

Job Duties:

- a. Attend to phone enquiries and request
 - b. To assist sales personnel on documentations preparation such as quotation, invoicing, purchase orders, phone calls and email correspondences.
 - c. Prepare reports and other documents as required by Management (E.g. Sale report, Tender report)
 - d. Shipment arrangement - Arranging import/export shipments deliveries for local / overseas customers
 - e. Courier arrangements
 - f. Purchasing office equipment – Stationery, pantry products
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Employment History:-

- 5) Position : Admin cum planner
Company : Evo Precision Engineering Pte Ltd
Period: Jan 2007 to 01/Feb'2013
Salary: S\$2,800 p/mth
Computer Software : UBS
Reason for leaving: Factory had closed down since Feb'13

Job Duties :

- a. Answering queries to emails and calls
 - b. Plan,load & schedule customer order based on demand and capacity
 - c. Handle short lead-time order and monitors production output and W.I.P
 - d. Accurately process customer order and ensure on time deliveries.
 - e. Key liaison with supplier base and customer
 - f. Assist in administrative duties. E.g. D/O & Invoice
 - g. Purchasing (Issuing P/O & ordering raw material and stationery)
 - h. Shipment arrangement - Arranging import/export shipments deliveries for local / overseas customers
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- 6) Position : Admin cum A/C Asst
Company:Kenzone Agency Services
Period: Apr 2000 to Aug 2003
Salary: S\$1,250 p/mth
Computer Software : Fagan Computer Software
Reason for leaving: Maternal leave

Job Duties: -

- a. Handle incoming and outgoing courier documents, faxes and mails
- b. Bookeeping (AP, Issuing Chq, Bank Reconciliation and Petty Cash)
- c. Invoicing (Issuing Invoice,Debit/Credit Note to customer)
- d. Stock (Inssuing D/O,Stock Check, Prepare stock inventory Report
- e. Assist in HR support such as leaves, benefits, etc