



CAPITAL HRM – IT SYSTEM ANALYST – DALTON TEO YEE LEONG

Vaccine Status : Full Completed
Address : Tampines
Nationality : Singaporean
Gender : Male
Age : 49
Race : Chinese
Marital Status : Married
Last Drawn : \$5228
Expected Salary : \$5500 - \$6000 (Negotiable)
Availability : 1 Month Notice
Reason for leaving: Seeking for better Career Opportunities

A highly versatile and experienced WMS Super User with a demonstrated history of supply chain management supporting warehouse operation and projects, customer solution and end to end from inbound to outbound operations. Specialized in WMS functional role, skilled in vendor management, user support, ITIL, system administration, operation management and team management.

EDUCATION BACKGROUND

2015
University College Dublin
Bachelor's Degree in Others - Management | Singapore
Major Bachelor of Science in Management
CGPA 2.73/4

2013
PSB Academy
Diploma in Computer Science/Information Technology | Singapore
Major Infocomm Technology
Grade Pass/Non-gradable

COMPUTER LITERACY/LANGUAGES/SKILLS

Fluent in speaking and writing English

- Set up Counterfeit Prevention Program Department in 3 months from inception till completion.



- Involved in various warehouse expansion projects, from design to setting up till go live.
- Led the Corporate Distribution Support Team focusing on bridging the gap between the corporate team and warehouse team.
- Set-up new process for Value Added Service to meet ever changing customer requirement.
- Experienced trainer in the sub-section unit that conducts on-job-training to ensure all new teammates are aligned with the requirements and service level are met.
- Participated in the annual ISO audits and assisted Asia Pacific Distribution Centre to achieve ISO certification.
- Led project to convert the VAS process from manual to automated to align with the corporate theme.
- Had volunteered to take up new skill in designing customized label to meet ever changing customer requirements.

PROFESSIONAL EXPERIENCE

Oct 2013 - Present

(8 years 1 month)

Engineer, System Support Executive

Future Electronics | Singapore, Singapore

Operations Management

- Oversee daily operations to ensure on time delivery and lead Month-end operation team to ensure that all orders are shipped before closing.

Change Management

- Work closely with other Regional WMS Super Users (North America and Europe) to ensure processes and functionality are standardised across all regions.
- Work with DC Managers to define business needs and objectives of system development and enhancements to improve productivity.

Test and release Management

- Work together with Witron team to implement annual core updates.



- Subject matter expert for WMS on change requests or new requirement – e.g. develop specification for WMS Trackers, gather new requirement and translate requirement to technical specification, tracker management, work with Witron for proper execution and implementation of trackers.

Incident Management

- 24/7 standby for any system issue which might affect operations, and analyse the communication between systems, determine the root cause, escalation to respective internal and external IT support team from host system, TMS, automation system and follow up until all issues are fix timely, with minimum downtime.
- Lead and provide timely response, resolution and guidance to the support and operations team to ensure smooth operation during any system issue. Root cause analysis to prevent recurrence of issues.
- Server monitoring dashboard, making sure that fail over test is conducted annually. Follow up with MIS team on any hardware failure and make sure that it was fixed in a timely manner with no disruption to operations.

Configuration Management

- System configuration for WMS - set up symbol and parameter whenever needed, ASN reporting to customer, work with Witron team to create and configure formatted shipment report based on customer requirement.

Project and Vendor Management

- Work with internal team on warehouse expansion project such as planning of location creation in WMS, picking pattern, creating new locations.
- A team member in the Greenfield project (building of my company's new office building – in planning stage).
- Managing vendor for value added service to customer such as programming of electronic parts, Tape and Reel service, Rebaking service, etc.



- Led my team in setting-up a new department.

Report Management

- Generate management reports such as the performance of operator, warehouse system, etc.
- Month-end operation status reporting – making sure that all operations are completed smoothly with minimum disruption.

Process Management

- Work with corporate team from other regions to define process guidelines and implement strategies designed to achieve performance benchmarks.
- Work with DC managers and Supervisors on special handling process.

Service Desk Management

- Oversee the administration and support the day-to-day activities of the production helpdesk and customer service team. Manage Corporate Distribution Support team on Sale support operation such as manual allocation, shortship claim, Must Ship request, etc.

ST Infocomm

Jun 2013 – Oct 2013

System Administrator

- Responsible for effective provisioning, installation/configuration, operation and maintenance of systems hardware and software and related infrastructure of the system.
- Involved in project implementation with maintenance perspectives, processes, documentation of various configurations of various subsystems and familiarization of the monitoring tools for System Management subsystem.
- Installation, deployment rollout, testing and configuration implementation.



- Performed daily duties for system support including system monitoring, preventive maintenance and corrective maintenance, and data backup.
- Apply patches, upgrades and configuration or other procedures as required.
- End user helpdesk support including maintaining system and user accounts and applications support.

Singapore Armed Forces
Mar 1992 – Mar 2012
Senior System Supervisor

- Supervised over 40 specialists in daily shift operations.
- Involved in projects which includes requirement gathering, analysis, system design, implementation, testing, etc.
- Actively involved in all aspects of equipment and system requirements analysis.
- Provided support and troubleshoot issues reported during implementation and post implementation to users.
- Conducted training, provided feedbacks and performed UAT (User Acceptance Test) for new equipment and systems.