OBJECTIVE: To be a vital part in the success of the company and build a professionally satisfying and challenging character and be able to deliver a quality service using my skills and knowledge to my fellowmen.

EMPLOYMENT

Elite International Logistics Singapore Pte Ltd
Senior Logistics Executive (II)
Documentation department - Singapore
March 2019 to Present

- Prepare full set of Shipping Documentation for ocean import/export shipments (i.e Bill of Lading, Packing Lists, Invoices, Insurance Documents, etc)
- Prepare and submit for customs permit, FTA / CO
- Maintain communications with customers in a professional manner and ensure information on shipment is promptly relayed.
- Responsible for order/data accuracy and quality in Elite Digital System and SAP
- Ensure compliance with Standard Operating Procedure
- Ensure compliance with import/export laws and regulations

Logistics Executive
Export BL department - Singapore
December 2010 to March 2019

- Vet against Pre-shipment Notification (LC and non-LC payment terms) received from the customer and mark down shipping information needed for BL preparation.
- Proofread BLs, approve / send BL amendment if needed.
- Coordinate with shipping line to ensure adherence to customer's requirements
- Run daily KPI reports for outstanding orders as part of the adhoc task.
- Ensure no pending emails are unattended on our common mailbox.
- Work closely with internal operations to meet customer's requirements.
- Handle customer inquiries thru phone and emails.
- Assist the team lead and act as second-level support in case issues are unresolved.
- Identify solutions for process improvement / automation.

Mærsk Global Service Center Ltd (Phil.) Inc.
EDI Specialist (Subject Matter Expert)
Global EDI Support - Philippines
February 2008 to December 2010

- Responsible for handling service escalations by users and team members. Act as a "go-to person" or second-level support in case issues are unresolved.
- Responsible for ensuring effective change management of SOPs, including documentation, training of team members and adherence to revised SOP
- Participate in processing test bookings and eSI for new customers and verify if all data are automatically mapped to the target systems.
- Ensure the team does proper root cause analysis for common / complex errors reported and work towards finding workarounds or a permanent fix within agreed time frame
- Identify areas / subject matters where training, e-learning needs to be revisited / updated and assist in drafting the content.
- Involvement with new migrations. Coordinate and handle potential and existing task migrations in Manila with the Area/Region Prime movers.

Mærsk Global Service Center Ltd (Phil.) Inc.
E-mail/Chat Support
SPECTIVE team *(EDI) -* Philippines
June 6, 2005 to February 1, 2008

- Handle user query through Live-help support (both e-mail and chat) for Mærsk Logistics internal system users as well as client users.
- Generate report for client / internal users as per requirement using Maersk Logistics' visibility tool (Spective) for supply chain management.
- Create incident reports to be address to the system developer for further investigation which later needs improvement and enhancement.
- Conduct Area super users Training held in Manila and China.
- Assist in Data Quality and Release testing.

A.P. Moller-Mærsk A/S
Copenhagen, Denmark
Business Representative – On Site Support
May 2007 – November 2007

- Assist the Support manager to channel directives to the support team in Manila for the handover of new tasks and reviews SOPs to be implemented in the team.
- Create Quick reference guides (QRGs) and manuals for the team as well as reports needed by the Support manager.
- Assist in UAT testing.

- Appointed as super user in the MORE database and person-in-charge in the Security application with direct communication with the developer (IBM).
- Create incident reports to be address to the system developer.
- Assist in Trainings/Seminars for Area super users held in Copenhagen.

Athena e-Services Corp. (Philippines)
Assistant Team Leader
January 2004 to June 2005
Athena e-Services Corp. (Philippines)
Document Analyst
March 2003 to December 2003

EDUCATION

1998 - 2002
Pamantasan ng Lungsod ng Maynila (University of the City of Manila)
B.S. Mathematics minor in Computer Science

PERSONAL DETAILS

INTEREST AND SKILLS

Knowledgeable in shipping cycle, import and export documentation process.
I am efficient, effective and responsible to assigned task/s. Flexible, aggressive to new learning/s, success and results driven, organised, fast learner, team player, hardworking and very keen to details. Self-starter and can work independently. Able to work diligently under pressure. Able to build a positive rapport with staff. Punctual and well presented.

CHARACTER REFERENCE/S:

Available upon request

This is to certify that the above information is true and correct. Any false statement could mean disqualification on my part.