



**Nationality**

Malaysian / Singapore PR

**Driving license**

Class 2B & 3

**Skills**

Fast Learner

Adaptability

Sense of responsibility and self-initiative

Highly motivated and driven

Creative and resourceful

**Languages**

Mandarin

English

Malay

**Profile**

Organized, detail oriented, and experienced in properly handling customer inquiries and transactions. Experienced and skillful Inbound Customer Service candidate providing high quality service to customer, working address and meet the customers' requirement. Adept at following communication scripts to properly handle various needs in a poised and professional manner.

**Employment History**

**Senior Executive, Customer Services , Toll Logistics (Asia) Limited**

August 2019 — February 2022

- Ensure effective communication and coordination between customer services and operation team.
- Establish and implement work procedures to enhance services standards and operating procedures.
- Constantly motivate, coach, train and direct customer services team on the best and innovative ways as well as approaches to attend customers' need.
- Promptly manage customer escalations, analysis lapses, initiate corrective and preventive measures.
- Manage costs to ensure established KPIs / savings and budget numbers are achieved.
- Ensure billing have been done accordingly.

**Reason for Leaving: Looking for employment opportunities as well as a position where can be challenges and grow.**

**Logistics Executive cum Strategic PSI, Kyocera Document Solutions Singapore Pte Ltd**

September 2018 — July 2019

- Arrange and organize monthly PSI meeting for all sales departments as well as update sales forecast from relevant sales department and determine order quantity.
- Prepare Purchase Order and ensure order being submit on time to HQ.
- Issue delivery order, monitor outbound delivery schedules and co-ordinate delivery documentations.

- Monitor schedule for incoming shipment as well as prepare documents and liaise with delivery vendors and forwarders on incoming.
- Advise sales department on availability of stocks and handle on stock issues for warehouse.

**Reason for Leaving: Limited growth opportunities as company was restructured and some of the job was being transferred to Hong Kong Office.**

### **Logistics Executive – Section Leader, SMS Infocomm (Singapore) Pte Ltd**

October 2014 – September 2018

- Supervision of Singapore and Oversea daily outbound delivery.
- Work in conjunction with other section leaders for picking and packing.
- Handle receiving issue.
- Fulfill customer requirements.
- Warehouse environment and SAP system.

**Reason for Leaving: To explore a new opportunities in order to make a career change from my current industry to a different one.**

## **Education**

### **Bachelor Degree Of International Business With Honours, University Tunku Abdul Rahman (UTAR)**

October 2011 – September 2014

#### 1. Computer and Technical Skills

- Highly proficient in Microsoft Office and Excel Application
- Internet Research
- Portnet
- Tradeweb
- SPSS (Statistical Package for Social Science)

#### 2. Other personal details:

##### a. Last Drawn for each employment:

- SMS Infocomm (Singapore) Pte Ltd –SGD 2310 + OT Paid
- Kyocera Document Solutions Singapore Pte Ltd –SGD 3300 + OT Paid
- Toll Logistics (Asia) Limited – SGD 3650

##### b. Expected Salary:

- SGD 4200 (negotiable)

##### c. Notice Period:

- **Immediate**