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## CAREER SUMMARY

A **Highly Organized, Meticulous** and **Self-driven individual**, with exceptional **Communication skills** – both written and verbal. A talent for building strong relationships and turning around challenging situations. Experienced in **Customer Services Function**, poised and confident in collaborating and working with individuals of all levels and backgrounds. A team player who is also able to work independently with limited supervision and excels in a fast-paced work environment.

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## CORE COMPETENCIES

- Customer oriented person who love to interact with people.
- Well verse in freight forwarding procedures
- Customer Service Function
- Meticulous
- High Organised
- Communication Skills

## OTHER SKILLS

- Computer Literate. Good experience in Words, Excel and PowerPoint
- Excellence communication skill
- Patience in dealing with customers
- Sense of responsibility
- Friendly and leadership charisma
- Willing to take challenge
- Good team player

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## PROFESSIONAL EXPERIENCE

### PT Sempati Air - Airline Representative

Nov 1993 – Dec 1999

Airlines Representative

- Responsible for Passengers flight bookings, connections, frequent flyer programmes.
- Supervise in flight check-in.
- Attend to cockpit and cabin crew accommodations, “deadhead” crew and other needs.
- Update flight movement and passenger manifest to destination airport.

### ST-KN Pte Ltd - Air Import Executive

Jun 2000 – Aug 2006

Air Import Executive

- Declare Import Customs permit
- Prepare delivery documents from pre-alert,
- Invoicing and standby for AOG documentation & delivery.

**Jet Speed Logistics Pte Ltd**

Sep 2006 – Mar 2018

Assistance Operation Manager

- Customer Services, quotations (seek rates from Airlines, Cargo Agent, NVOCC & Vessel Carrier)
- Arrange daily freight routine & delivery, ad-hoc shipments & projects, supervise invoicing and attend to customers queries.

**Pan Asia Logistics Pte Ltd**

Mar 2018 – Apr 2020

Sea freight Export Executive

- Permit declarations, quotations, invoicing, vessel booking base on the best rate offered.
- Arrange cargo pick-up, create MBL/ HBL and send Pre-Alert to destination stations.

**ISS Global Forwarding Singapore Pte Ltd**

May 2020 – Feb 2022

Operation Executive

- Supervise & manage Air/Sea, Import/Export operations
- Arrange cargo pick-up, create MBL/ HBL and send Pre-Alert to destination stations.
- Permit declarations, quotations, invoicing, vessel booking base on the best rate offered.

**EDUCATION****G.C.E. O Level**

Telok Kurau Secondary School

1985

**N.T.C. 3 Aircraft Mechanics**

S'pore Aerospace Engineering

1992

**AVAILABILITY**

1 week

**REFERENCES**

Upon Request