

MCI – GPIS Operations Executive

Personal Information

Address :
 Age
 Race
 Gender
 Nationality : Singaporean
 Last Drawn Salary : \$3500
 Expected Salary : \$3800
 Availability : 1 month's notice

Employment

Period : Aug 2018 - Present
Name of Company : GAC Singapore Pte Ltd
Designation : Customer Service Executive
Reason for Leaving : Looking for work life balance, current job must be on standby 24/7

Responsibilities:

- Handles ship management/owner client such as Bernard Schulte Singapore/Hong Kong, MTM India, Evergas, Bourbon
- Sourcing & Trading and Thome
- Handling daily operation and providing freight solution to customer ensuring that ship spares are deliver to vessel within the deadline
- Act as a control tower and ensure shipment are executed timely and accurately.
- Act as a primary operation point of contact (24/7)
- Preparing & generate estimate freight quotation for local and international job. Ensure quotation provided are the most cost effective.
- Ensure timely preparation of shipping document for arrival and dispatch of ship spares
- Handles both Airfreight and Sea-freight import, export and cross trade shipment.
- Communicating and coordinating effective with client on all shipping matters.
- Review and streamline work processes for better efficiency and productivity.
- Liaise with internal and external vendors and client with regards to vessel schedule and shipment arrangement.
- Arrange Consolidate orders in warehouse in 5 main hub Osaka, Singapore, Shanghai, Incheon, Amsterdam and Houston
- Co-ordinate with warehouse personnel to pick and pack cargo for local on-board delivery in Singapore and export.
- Generate cargo manifest /commercial invoice and packing list and declaring custom permit
- Liaise closely with ship agent/owner when making last mile deliveries to vessel.
- Ensure we invoice all job within the agreed timelines for each shipment.
- Update all milestone in MALOG system
- Ensure accurate accruals are input in the system before we invoiced. Prepare invoice and post entries in billing system.

Period : Feb 2018 – July 2018
Name of Company : Kuehne + Nagel Pte Ltd
Designation : Customer Service cum Operations Executive
Reason for Leaving : Office relocated to Pioneer

Responsibilities:

- Handles marine key account.
- Handles both Air and Sea import shipment.

PERMANENT PLACEMENT | TEMPORARY / CONTRACT PLACEMENT | EXECUTIVE SEARCH
 FOREIGN MANPOWER RECRUITMENT | WORK PASS & HOUSING SERVICES
 LOGISTICS & IT MANPOWER | BUSINESS PROCESS OUTSOURCING | PAYROLL & HR OUTSOURCING

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- Consolidate orders in warehouse coming in from import air/sea /courier shipment and local delivery from vendors/suppliers
- Co-ordinate with warehouse personnel to pick and pack cargo for on-board delivery
- Generate cargo manifest /commercial invoice and packing list and declaring custom permit
- Liaise closely with ship agent/owner when making last mile deliveries to vessel.
- Constant communication with control parties of the business to ensure we are executing on the business given to us.
- Ensure quote are sent for every job we performed, and we received a confirmation PO/email before we proceed.
- Arrange and co-ordinate the supply/deliveries of ship spares onboard to supply boat.
- Ensure we invoice all job within the agreed timelines for each shipment.
- Update all milestone in OGS system
- Ensure accurate accruals are input in the system before we invoiced.

Period : Aug 2016 – Jan 2018
Name of Company : Altus Oil & Gas Services Pte Ltd
Designation : Logistics Accounts Executive
Reason for Leaving : Looking for better career prospect and better remuneration package

Responsibilities:

- Handles marine key account & ad-hoc accounts customers.
- Handles both Air and Sea import, export procedures and cross trade shipment.
- Declaring Air & Sea customs permit.
- Assisting in providing quotation to new or existing customers.
- Providing sales support to the business development department.
- Requesting for quotation to vendors for rates to other countries not included in contract
- Customer Service liaising and coordination for the most effective outcome.
- Ensure compliance with SOPs and KPI accordingly.
- Receiving inquiries from customers, answering them directly or channeling them to the right person in charge.
- Account for individual assigned job file P&L
- Arrange operation matters (transport/fumigation/packing/freight booking)
- Prepare shipping accounts documentation (shipping invoices/permits/certificates/ COO etc.)
- Verify shipping documents to ensure all regulatory requirements are complied with.
- Liaise with supply base department regarding any specific customer requirements relating to packaging and segregation of consignment.
- Coordinate warehouse operation inbound processing, inventory, order fulfilment
- Prepare Inventory report to customer.
- Consolidate MES matching /GST details for all jobs related to import and export.
- Compile all daily, weekly, and monthly cargo reports for the customer and the company as required.
- Verify Vendor Invoices and input in LMS system.
- Scanning of Tax Invoices to customer AP email and sent out invoices to customer by normal mail.
- Billing Invoices, provide estimate closed and closed files.
- Follow-up for the payment of due invoices and ensure that they are paid on a timely manner according to the agreement with various customers.

Period : Dec 2013 – July 2016
Name of Company : Panalpina World Transport (S) Pte Ltd
Designation : Energy & Project Solutions Operations Co-ordinator
Reason for Leaving : Retrenchment

Responsibilities:

- Handles Oil & Gas shipment for a major key account & ad-hoc accounts.
- Coordinate air export /ocean export/ transshipment/ cross-trade shipment includes

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Angola (Luanda, Cabinda & Soyo), Russia (St Petersburg, Korsakov, Surgut & Sakhalin)
Cameroon, Congo, Azerbaijan, Algeria, Norway, Venezuela, etc Europe Lanes, African Lanes, Middle East Lanes

- Assisting to apply export permits via Trade Net system.
- Liaising and co-ordinate with shipper, shipping line, co-loaders. other relevant parties to effect shipment and transportation to correct destination.
- Obtain shipment information and documentation from customer and arrange shipment including booking of space, pick up deliveries and arrange special requirement such as out of gauge, dangerous goods, urgent cargo and arrange with vendors
- Sent out pre-alert to overseas station.
- C16 Form application for Nigeria shipment.
- CNCA Form preparation for Angola shipment.
- COO Application.
- Fumigation & Stamping coordination.
- Trace and monitor shipment and update EDI
- Processing of BL documentation– Waybill, NN BL & OBL.
- Assist to provide quotation to customer when not included in tariff rates.
- Sourcing for rates, analyse and evaluate rates received for ad hoc shipment not included in contact
- Prepare Costing Sheet for Billing.
- Checking and approving incoming job-related invoices which will be handover to finance team for processing of payment.

Period : Mar 2012 – Dec 2013
Name of Company : Panalpina World Transport (S) Pte Ltd
Designation : BU Oil & Gas Administrator cum Accounts Co-ordinator
Reason for Leaving : Change from Accounts Department to doing Operations

Responsibilities:

- To ensure accurate updating of the system for each shipment
- To ensure that documents are properly filed and achieved
- Generating of invoices to customers Sea freight and Airfreight billing
- To ensure that all shipments are invoiced accurately and closed within the stipulated time frame
- To follow up on disputes with the network, agents and suppliers
- Ensure that all invoices are generated accurately and sent out promptly to customers to facilitate efficient payments by customers, thereby optimizing cash flow
- Prepare documents, which including costing, photocopying, detaching and retaining, before sending out invoices to customers timely
- Ensure shipment costs are updated correctly under "Job Costing" in FOS / SAPTM
- Monitor that invoice are sent to customers who requested them either by fax or courier and ensure promptness in responding to such requests
- Handle dispute and queries from customers and company overseas offices on billing matters and resolve them in a timely manner
- Provide daily administrative support to operation team.
- Generate shipments billing report as customers' SOP
- Monitor and update respective sale personnel on the validity date of all customer quotations
- Perform any other duties as assigned.
- Attend to customer enquiry on billing matter
- Working with customer in-house system for billing purposes
- Responsible for the billing to customers based on the agreed rates and transaction activities.
- Other Ad-hocs duties assigned by the Team Manager

Education Background

Year : 2015
Name of School : Singapore Polytechnic
Qualification : Conversion Diploma in Shipping Operations & Management

Year : 2010
Name of School : Singapore Polytechnic
Qualification : Diploma in Accountancy

Languages

Fluent in English and Malay.