

PROFESSIONAL SUMMARY

Operations Duty Manager with success in supporting front-line operations and logistical management. Highly adept and detail-oriented in developing operation schedules, promoting operational efficiency, managing inventory and coordinating logistics. Proven history of managing complex operational schedules aligned with sales forecasting and client order deadlines. Expert in maintaining meticulous records to identify aspects needing improvement and developing solutions.

SKILLS

- Microsoft Office
- Business Development
- Relationship Building and Management
- Accounts Management
- CRM Systems
- Client Development
- Staff Management & Training
- Operations
- Lead Prospecting
- Strategic Planning
- Client Rapport
- Business Development and Planning
- Management Collaboration

WORK HISTORY

OPERATIONS DUTY MANAGER | 10/2019 to Present

TransitLink Pte Ltd - Singapore

- Managed ongoing projects and taking lead on all frontline and backend operational needs while acting as liaison with partnering organizations
- Motivated and trained employees to maximize operational productivity and work flow
- Applied strong leadership talents and problem-solving skills to maintain operational efficiency and organized work flow
- Created successful operational schedules for each team member to maintain deadlines and fully staff shifts
- Performed annual evaluations and reviews for large staff of employees
- Identified individual employee's unique work styles and adapted management methods accordingly
- Worked with management team to implement proper division of responsibilities
- Performed monthly updates and work flow tracker reports to management team

STATION MANAGER | 01/2015 to 10/2019

Smrt - Singapore

- Managed Staff attendance and overtime; organized staff schedules and arranged staff roster; performed safety and security checks within the station
- Ensure smooth operational work flow within the Station; performed annual fire drills; handled passengers and retail partners
- Performed duties in accordance with applicable standards, policies and regulatory guidelines to ensure safe working environments
- Carried out day-day duties accurately and efficiently
- Maintained safe working environment and confirmed current compliance with LTA and other government regulators

WAREHOUSE ASSISTANT | 01/2012 to 12/2013**Sdv - Singapore**

- Kept documentation and records accurate and up-to-date with latest data to prevent errors in processing or delivery
- Satisfied documentation requirements by using SAP software to produce estimates, invoices and tracking spreadsheets
- Monitored inventory to maintain sufficient supply levels to meet business and customer needs
- Handled day-to-day shipping and receiving overseeing more than 100 packages per day

EDUCATION

Institution	Education
Kaplan Singapore	Diploma in Logistics Supply Chain Management (2021 - Present)
National Institute of Technical Education	Higher Nitec in Supply Chain (2010 - 2012)
Presbyterian High School	Cambridge O levels (2004 - 2009)