



## PROFILE

I am previously part of the multiple Logistics companies where I was responsible for Inventory Management, Logistics Optimisation, Forecasting and Demand Planning.

I have expertise in Data Analytics, Supply-Chain Management, Reporting and Workflow Optimisation.

Through my various roles at DHL Malaysia & DHL Singapore and my current role at Desyham Malaysia, I have a proven ability of working with FMCG, 3PL, retail and wholesale industries.

## REFERENCES

## CERTIFICATIONS

- Completed CSTS (Custom Stock Tracking System - Jul 2005).
- ORACLE (Receiving/Outgoing/Kanban Creation/Collection Plan/SI) - 2005
- CS3 (WMS System) 2005
- DHL Procurement System
- Exceed and Hub system (2007 – 2008)

## EDUCATION

Advance Diploma in Logistic Management - University Utara Malaysia, 2014

## EXPERIENCE

**Desyham (Malaysia)**

**August 2019-todate**

**Planning and Logistic Manager**

- Managed 6 employee who are reporting under me.
- Planning and purchasing of raw material with 6 months forecast
- Follow up with suppliers closely to ensure shipment arrive on time.
- Approved production planning and publish to operation manager.
- Nominated raw material and packaging material supplier.
- Ensured all KPI are meet and follow up with respective department if fail.
- Troubleshoot problem and provide solution to meet the KPI.
- Monitored business performance and publish to director.

## DHL EXPRESS (Singapore)

2015-June 2019

### Global Quality Control Centre Specialist

- Monitored and managed the shipments of a defined group of customers and products. On-time information updates.
- Handled GFPS, CORE, BBX, WMX and APPLE shipment.
- Identify a breakdown in the shipment process chain at the earliest possible time to activate agreed contingency plans to maintain quoted service levels.
- Proactive real-time shipment monitoring and management activities such as root cause analysis, and postmortem follows up.
- Focused on known connection issue / peaks or constraints.
- Proactive escalation of any potential failures to support live contingency action.
- Positively impact the shipment through same cycle / same day and prevent the shipment from entering the under area
- Improved Transit Time Performance
- Improved Checkpoint Compliance & Timeliness (better visibility)
- Reduction in Customer Trace Requests
- Improved Customer Satisfaction through pro-active follow ups.

## DHL EXPRESS (Malaysia)

May 2011-May 2015

### Customer Support Executive

- Key contact person for Global Multinational Customer (GMNC) ensuring smooth day to day operations and the coordination of activities to meet the service level
- Taking care of Plexus plant (Riverside, Hillside, Seaside, Islandview, Bridgeview), Fairchild, Sony, Tyco, Automotive Lighting, Brady. Infineon.
- Managing pick up booking incoming & outgoing.
- Bad address needs to confirm with Plexus prior to deliver.
- Meet customer requirements to arrange deliver the shipment by 4pm.
- Proactively inform customers of any service failure and relevant operational service changes timely
- Log, investigate and establish reasons (root cause) of failure and communicate and implement corrective action accordingly.
- Organized shipment pre-alert and work closely with destination services group to achieve the best possible clearance for all shipment.
- Inbound and Outbound weekly accrual billing to Customer.
- Recommended a minimum of five improvement plan for GMNC customer.

## **YCH B.BRAUN (Malaysia)**

**March 2010-March 2011**

### **Senior Officer (Admin)**

- Mainly in charge of Sea Freights
- Request agents to submit quotation by Quarterly to nominate the agents.
  - Choosing of the agents depends on the price comparison and services.
  - Will update the pricing in system according to charges.
- Updated pricing in SAP every two week according to US currency change.
- Direct deal with finance and agent on payment issue
- Filing all sea and air shipments
- Published sea and air pricing reports.
- Incoming Courier sort out for whole shipping department
- Arranged high value shipment.
- Arranged shipment for non-sales material via sea and air. (Serviceable parts, Sample)

## **BAX GLOBAL/SCHENKER LOGISTIC (Motorola)**

**March 2007-August 2009**

### **Senior Customer Service (Admin)**

- Monitored 1500+ supplier for Motorola Logistic.
- Checked on the PO# status for buying material.
- Ensured all shipment transacted in system.
- All problematic system will log into pending list and publish to Motorola Global buyer Singapore, Penang and China
- Reported discrepancy issue to supplier and solve in 24hours
- Billed to supplier who continuously having issue on Motorola requirement

## **DHL**

**March 2004-March 2007**

### **Senior Customer Service (Admin)**

- Managing close communication with the customer pertaining to inbound, outbound and any customer request
- Managing OS (operation supplies), managing purchase request, compiling and tracking of all PIDR and IDR.
- Compiling and publishing KPI daily, weekly and monthly and tracking of customer complaint.
- Executing and leading event management program.