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Availability: Immediate
Last drawn salary: \$4200
Expected salary: \$3500

Employment History

June 2021 – Mar 2022

Atlas Vending Solutions Pte Ltd
Head, Admin & Personnel

- ☐ In charge of Monthly Payroll including the preparation of variance report, staff movement report and checking of commission, overtime, incentive, deductions, CPF Contribution and Foreign Worker Levy submission.
- ☐ In charge in the alignment and implementation of HR Policies and Staff Benefits with HQ in Malaysia.
- ☐ Involve in Collective Agreement renewal and negotiation with the Union, HQ and MOM.
- ☐ Submission of yearly total earned income of employees to Inland Revenue Authority of Singapore (IRAS)
- ☐ In charge of daily Coin Room operations:
 - Counting of Notes to tally with Vending Coordinators' reported collection
 - Schedule and perform Customers and Vending Coordinator coins for notes exchanges
 - Perform day end reconciliation
 - Update excel report and Lawson system report (ERP)
 - Arrange 3rd party logistics for bank in twice a week
 - Packing of notes and coins ready for banking in
 - Manage and recording of cashiers overtime hours
 - Perform weekly cash count with Accounts Department
- ☐ Liaise with internal & external Auditors on HR matters
- ☐ Liaise with Financial Controller to renewal all General and Group Medical Insurance policies
- ☐ Renew and maintain all contracts relating to Building maintenance
- ☐ In charge of Department budget and to submit forecast budget for the upcoming year to General Manager
- ☐ Control of the issuance of ART Test kit to staff and be updated to news regarding to Covid-19 measures at the workplace
- ☐ In charge in the planning of company year-end event

Reason for leaving: Prefers to go back into order processing role
Last drawn salary: \$4200

May 2017 – May 2021

Atlas Vending Solutions Pte Ltd
Customer Service Supervisor

- ☐ Source for Tender via E-Sourcing portal, submitting tender bid and monitor award status.

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- ❑ Drafting of Letter of Agreement and Addendum for new vending machine placement and renewal.
- ❑ Monitor and keep track on returned agreement, ensure that new agreement period updated.
- ❑ Involve in People's Association (PA) project, monitor operation issues and compile monthly billing information to PA.
- ❑ Using ERP system, generate document required for weekly Vending Machine Movement (Placement, Exchange and Recall).
- ❑ Handle customers' email and calls on machine faulty feedback and deploy Vending Coordinator/ Field Technician to attend to machine problem. Process refund request when machine found to be faulty.
- ❑ Handle customers' sales enquiry via email and call and forward to Sales Team to follow up.
- ❑ Host weekly customer complain meeting discussion.
- ❑ Checking of Sales Team Commission submission.
- ❑ Work closely with Sales and Logistics team to produce Rolling Forecast Report to Executive Director (Forecast of machine inflow/ outflow and machine placement/ recall).
- ❑ Calculate Savings from machine change of terms.
- ❑ Check all invoices and Credit Note and submit to Finance for processing.
- ❑ Submit department staff's appraisal.
- ❑ Compile petty cash and leave application submission.
- ❑ Work with internal IT to give advice for new ERP system.
- ❑ Work with internal/ external auditor to provide Customer Service department input.
- ❑ Work with Sales Head to submit Department budget forecast for upcoming year to Executive Director.

Reason for leaving: Was requested by company to lead the Admin Dept.

Last drawn salary: \$3600

Sep 2014 – Jan 2017

Singapore Press Holdings Limited (Ad Operations, Digital)

Campaign Specialist

- ❑ Assist Sales in the process of launching campaign on digital platform – Straits Time/ Business Times/ Zao Bao/ Stomp / Asiaone/ The New Paper.
- ❑ Liaise with Media agencies and Advertisers to ensure that materials are submitted before deadline.
- ❑ Liaise with internal designer to complete client's artwork.
- ❑ Liaise with 3rd party vendor to generate tags for scheduling.
- ❑ Liaise with Editors on advertorial vetting.
- ❑ Ensure that campaigns are launched on time.
- ❑ Provide creative report (Screen grab) for Advertiser as proof of launched on campaign launch date.

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- ☐ Monitor campaign health and alert advertiser should extension of campaign is required to fulfill impressions bought.
- ☐ Provide campaign summary report to inform client on campaign overall performance against industry benchmark.

Nov 2013 – Sep 2014

GMP International Recruitment (S) Pte Ltd
Staffing Consultant

- ☐ Achieve monthly targets.
- ☐ Handle walk-in interview candidate.
- ☐ Establish relationship with client and getting more job orders to work on.
- ☐ Placing job advertisement on job portals and social media sites.
- ☐ Filter and scan through resume selecting best candidate for my client.
- ☐ Editing candidate resume in order for client's easy reference.
- ☐ Maintain resume database and establish good relationship with candidate.
- ☐ Conduct phone interview and face to face interview with candidate.
- ☐ Attend to phone call enquiries by job seekers.
- ☐ Involve in Jobs fair and client walk-in interview campaign.
- ☐ Prepare weekly sales report for reporting.

Sep 2008 – Oct 2013

MediaCorp Pte Ltd (Commercial operations – Press/ Publishing) – SAP System
Senior Ad Admin Executive

- ☐ Publications in charge – i-周刊/ ELLE/ Style:Men/ FHM/ Style Wedding/ Mother & Baby/ Manja/ TODAY
- ☐ Liaise with Sales/ Direct Clients and Media agencies on Advertisement Bookings in Magazines and Papers.
- ☐ Liaise with Marketing and Circulation Dept on Marketing and In-house Advertisements in Magazine and Papers.
- ☐ Liaise with Editor-in-chief on Pagination.
- ☐ Vetting of advertisement Contents.
- ☐ Ensuring that advertisement materials and Colour proofs are submitted before deadline.
- ☐ Liaise with media agencies on material amendments.
- ☐ Month end billings.
- ☐ Raise Debit Note and Credit Note request.
- ☐ Handling Master Contract linking request.
- ☐ Selected as 'Super Trainer' for training with overseas trainer on new Booking system (SAP) and new Pagination system (PPI) in year 2010.
- ☐ Appointed as trainer for newly join staff.
- ☐ Won "Best Sales Support Award" FY0910 & "BRAVO Award"
- ☐ Participated in Singing performances for 1) Commercial Operations Party 2) Sales Conference 2009 3) "Mediacorp got Talent Contest"

Oct 2007 – Sep 2008

ERA Realty Network Private Limited
Property Agent

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- ☐ Study property listing daily on newspaper and property listing site.
- ☐ Interview prospective buyer and seller, hearing out their needs and requirements.
- ☐ Accompany client to property site for viewing of selling units.
- ☐ Draw up real estate contracts.
- ☐ Promote sales of properties through advertisement, open house and road shows.
- ☐ Telemarketing and door knocking to meet new client.

Dec 2005 - Sep 2007

Singapore Press Holdings Limited (CATS Classified)

Sales Representative

- ☐ Handling of incoming Calls
- ☐ Answering enquiries on Advertisement Cost & recommended advert size
- ☐ Placement of Advertisement within tight deadlines (Cars, Property, Jobs, Travel & Obituary Section)
- ☐ Working with artist to create Client's desired artwork
- ☐ Selling 'The New Paper' weekly evergreen features e.g. Career Choice
- ☐ Cross-selling to 联合早报, 联合晚报, 新明日报, Berita Harian, Berita Minggu
- ☐ Selling of special seasons features e.g. Chinese New year logos, Christmas logos, Valentine Love lines
- ☐ Up-selling Jobs advert to ST701 online portal
- ☐ Meeting Sales Target
- ☐ Contract Signing
- ☐ Pitching for Hotspot
- ☐ Organizing CATS Rev 2006 – T.A.K.E H.E.A.R.T (In charge of food & venue)
- ☐ Participating in CATS Crystal awards performance, CATS Race, CATS monthly Dept performance

May 2005 - Nov 2005

DBS Bank

Customer Service Officer

- ☐ Counter transactions
- ☐ Handling withdrawal, deposit transactions
- ☐ Handling Cheques
- ☐ Remittance (Cashier's order, demand draft)
- ☐ Opening of different types of account (Savings, Current, fixed deposit)
- ☐ Promoting DBS investment plans
- ☐ Meeting Sales Target

Apr 2005 – Dec 2013

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Singapore Indoor Stadium
Guest Care Officer (Part time basis)

- ☐ Greet and welcome guests
- ☐ Verify entry and re-entry requirements by patrons
- ☐ Usher guests/ VIPs to their seats
- ☐ Handle general enquires and provide directional assistance to patrons
- ☐ Resolve complaints
- ☐ E.g. of events
 - Concerts (Western) – Elton John, The Police, Linkin Park
 - Concerts (Asian) – Jay Chou, Jolin Tsai, Sun Yanzi
 - Musicals/ Operas/ Classical – Notre Dame de Paris
 - Sporting Event – Aviva Open Singapore, Philips NBL Championship
 - Family Entertainment – Disney On Ice, High School Musical
 - Awards – Project Superstar, Singapore Idol

Jun 2004 - Oct 2004

Sing Investments and Finance Limited
Internship (Temasek Polytechnic Final year Industrial Attachment)

- ☐ Administrative duties

Jan 2002 – Dec 2003

POPULAR (CD-Rama)
Retail Assistant (Part time basis)

- ☐ Familiar with the music industry
- ☐ Assist in maintaining the store and also help to order stocks
- ☐ Responsible for handling of cash
- ☐ Filing of invoices and purchase orders
- ☐ Provide customer service

Education

2002 – 2005	Temasek Polytechnic Diploma in Business Information Technology
1998 – 2001	Pasir Ris Secondary School 'O' Levels
1992 – 1997	Gongshang Primary School PSLE

Skills



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- ☐ Written & Spoken: English & Mandarin/ Spoken only: Hokkien
- ☐ Microsoft Word/ Excel/ Power point
- ☐ SAP booking system
- ☐ PPI pagination system
- ☐ Salesforce
- ☐ ERP System
- ☐ Certificate of Employment Intermediaries (CEI)

REFEREE'S REPORT

We have been given an undertaking to all candidates that no reference will be taken without their prior permission. We would ask you to adhere strictly to this and not to make any enquiries formal or informal, until you seek approval from the person concerned.

Since we have not taken any reference at this stage, we have decided to accept as correct the facts presented by candidates. Therefore, any offer of employment should be made subject to the verification of all relevant documents and to satisfactory references, which we ask that you should take up at the appropriate time.