

Career Objective

Young working adult with 2.5 years maritime-related & 10 months land freight working experience. Equipped with administrative skills. Willing to give heart & soul into work which priorities company benefit. An all-rounder with enthusiasm which determined to complete task within time given.

Work Experience

Master Suppliers Sdn Bhd - Aug 2021-still working

Ship Chandlers

Job position: Sales Coordinator

- Being a core person to coordinate with operational & customer service matters.
- First point of contact of incoming sales & business; main personnel who is in charge of email correspondence.
- In-house system: Autocount to generate sales order, invoices, stock issue form, packing list & other necessary softcopies.
- Email liaison & phone etiquette to address to customer inquiries.
- To provide the best customized quotation based on given RFQ from customer & client, in accordance with requirement.
- To following up with customer to clinch a deal.
- To update vessel schedule on daily basis, which is to notify warehouse & operation office on time.
- To coordinate internally & externally to ensure supply is adequate & accurate.
- To instruct operational colleague for next course of action from time to time while monitoring vessel schedule.
- Agent liaison to obtain delivery information, date & time, custom restriction, boat services, crane & forklift booking etc.
- Documentation- to ensure all essential documents are completed before supply & hand in to boarding officer.
- To update weekly stock count report.
- To issue payment voucher for each job.
- Multi-tasking & time management.
- Trilingual: English, Mandarin & Malay.
- Problem solving on case-to-case basis & assorted emergency situations.
- Other job scopes include ship spare transfer, gas cylinder supplying & looking for potential supplier.

- Reason of leaving – Singapore bond fulfilment

J&T Express (Malaysia) Sdn Bhd - June 2020- Mar 2021

Courier Service Company

Job position: Region & Network Quality Control Officer

Region QC Officer:

- Worked as adviser between the Headquarter & subordinates to ensure an uninterrupted courier operation is achieved.
- To lessen penalty amount as given by the Headquarter.
- Operated in-house system to serving purpose of different tasks.
- To follow up various reports generated by the Headquarter.
- Created report to subordinates to avoid penalty from incurring.
- Generated report to expedite delivery rate.
- Handling on problematic parcels which includes,
 - One parcel with multiple consignment note
 - Multiple parcels with single consignment note
 - Damaged
 - Prohibited items
 - Non-consignee parcel
 - No consignment note parcel
 - Under-declared weight
- Assisted to update and/or end each scanning status.
- Parcel problem solver on case-to-case basis.
- Communication between branch supervisor, dispatchers, storekeeper, admin & the Headquarter to ensure company latest protocols are applied & significant messages are conveyed fully.
- Local agent liaison.

Operational - Network QC Officer:

- Second job role due to re-structure of organization.
- Handling on international parcels (Singapore & Brunei)
- Ensure all company branches to comply with updated international parcel rules & regulation
- Handling wrong-declared value, prohibited & restricted international parcels.
- Managerial – company development to increase national courier coverage.
- Re-locating of current pickup & delivery premise.
- Pickup, parcel centre hub & delivery efficiency assessment.
- Local agent liaison
- Data analyzing & extraction
- Completion of new task including comprehensive data reconciliation for deciding new premise to be rented as business courier point.
- Operational application includes modifying branch information / branch addition & deletion & uncontrollable report.
- New project: warehousing

- New international market – China & Vietnam
- **Reason of leaving – Singapore bond fulfilment**

Pacific International Lines Pte Ltd- May 2018- May 2020

Containerized Cargo Shipping Company

Job position: Executive Assistant

- Transshipment Department – Containerized cargo arrangement.
- Inbound & outbound cargo declaration.
- Time-bounded data entry via in-house system.
- PORTNET data utilization, including
 - Manual TLI declaration
 - PM4 manual declaration
 - Vessel estimated time of arrival & departure
 - Amendment of – in/outward slot, connecting vessel, POD & Final Destination
 - Container Parameter creation
 - Container details
 - SAST & QCOS report
- Optimal cargo nomination
- Space management
- Controlled cargo declaration
- Cost estimation & calculation
- Generating loading report / forecast
- Cargo dwelling report
- Local & Oversea agent liaison
- Modes of communication – telephone, email
- **Reason of leaving – Completion of work contract**

Education

April 2015 – May 2018

Singapore Polytechnic, Dover, Singapore - *Diploma in Maritime Business*

- Achieved 3.77 GPA of fifth academic semester, and a total of 3.218 cumulative GPA.
- Marine Offshore Operations (A)
- Ship Brokering & Chartering (A)
- Maritime Law (A)
- Logistics Management (A)

2010 - 2014

Mount Austin National Secondary School, Johor Bahru

- Completed Malaysian Certificate of Education
- Mathematics (A)
- Chemistry (A-)
- History (A-)

Skills

- Microsoft Office
- Verbal & written communication
- Problem solving capabilities
- Solution provider on emergency basis
- Able to work independently
- Multi-tasking
- Decision making
- Time management

- Teamwork
- Multi-tasking

Language

- English
- Mandarin
- Malay

Expected salaries + availability

- To be discussed with employer + one month notice

