

Career Objective: Dedicated customer service with 8 years of experience in order to, expand and contribute to my current experience and knowledge of the industry. Respected builder and leader of customer focused teams, a challenging position with active company where I can use my knowledge, experience in managing accounts and analyzing data.

Job Experience:

Company: Micron JOIN 2010

Department: MSB SIG FINISH GOODS/SFG RMA

Position : Logistic Assistant (RMA Coordinator)

Period of Employment : SEPT 2014 - Present

RMA Coordinator (Return Material Authorization Coordinator)

- Process product returns and Conduct product failure analysis
- Ensure a high level of customer service is delivered to all customers, in accordance with the Customer Support RMA Team's objectives.
- Handle the day-to-day RMA Receiving activities
- Meet and exceed internal and external Service Level Agreements
- Maintain daily productivity / workflow reports
- Assist Customer Service with RMA Authorization processing as needed
- Work closely with internal departments such as Operations, Customer Service / Technical Support, Quality and Engineering as required
- Maintain, review and update process documentation on a regular basis; Creating new documents as required
- Review current processes on a regular basis and implement new processes as required
- Associate degree or proven related experience desired
- 8 years of experience as logistics and/or customer service professional
- Understanding and adherence to Support / Operations Best Practices is a must
- Good written and verbal communication skills
- Must work well in a fast-paced environment with dynamic requirements and priorities
- Attention to detail and committed to managing problems through resolution
- Being adept with MS Office tools such as Word, Excel and Outlook is necessary

Logistic Assitant

- Perform picking lots from ASRS(Auto Storage and Retrieval System)
- Perform packing lots for shipment
- Perform closing and shipping orders

Additional Info & Assignments:

- Perform ESD (Electrostatic Discharge) for ESD areas (grounding check)
- Perform wrist strap Work Station Monitor check in ESD areas
- Have done Micron ESD Control Program Procedure for Micron Finish Goods department
- Maintain, review and update quarterly process documentation for ESD report
- Maintain, review and update monthly process documentation for Scrapping and Crushing items
- Maintain, review and update daily process documentation for QA(quality assurance) & FA(failure analysis)
- Maintain, review and update quarterly process documentation and system update in the ETI System(Equipment Tracking Interface)

Company : Micron JOIN 2010

Department : MSB SIG PCB LAB

Position : Production Operator

Period of Employment : Jan 2010 - Sept 2014

Performs Repair and Maintenance on Burn-in/System Boards within established process specifications and quality standards.

Performs routine Preventive Maintenance Tasks of Equipments.

Recognizes equipment/process/product problems, notifies supervisor/foremen/technician in order to achieve optimum production levels.

Prevents harm to persons or property by complying with all EHSS safety regulations while on duty.

Assisting in job allocation & Output Passdown.

Position: Business Owner

Period of Employment :Feb 2003 - Nov 2009

Owning a business of grocery items.

Supervising staffs & managing daily receiving and sales items.

Education:

Field of Study: Smk Dato Jaafar(1998-2002) (High School)

Languages: English (Written & Oral), Malay (Written & Oral), Tamil (Written & Oral)

PC Skills: MS EXCEL/ WORD/ POWER POINT

Extra Information

1. Current Salary : \$2100/ Month
2. Expected Salary : \$2700 - \$3000/ Month (Negotiable)
3. Reasons For Leaving : Expecting a new environment and take charge in a good position
4. Notice Period : 1 Month

I Hereby Declare That All The Information's Given Above Are True And To Best Of My Knowledge

Udhayakumar A/L Subramaniam