

PERSONAL DETAILS

Name: L

Age :

Date of Birth:

Nationality:

Address :

Marital Statue:

Race:

Driving License : Class 3

Email:

Contact No :

EDUCATION AND PROFESSIONAL QUALIFICATION

ACADEMIC QUALIFICATIONS

Temasek Polytechnic: Oct 2010 to Oct 2013

- Diploma in Information and Communication Technology

Institute of Technical Education (College East) : Jan 2008 – Dec 2009

- Nitec in Information Computer Technology

Woodgrove Secondary School: Jan 2004 - Dec 2007

- GCE 'N' Level

WORK EXPERIENCE

UNITED TRANSWARE PTE LTD, Operations Executive 10 OCTOBER 2014 – FEBUARY 2022

- Manage the daily operations for customer service & order processing activities
- Work and liaise with customer (ExxonMobil and Chevron)
- Handling of customer orders & ensures that supply is fulfilled on requested delivery date.
- Liaising with ship agent for Vessel ETA and supply updates
- Work with customer and prepare for stock filling and collection
- Plan, allocate & deploy vehicles to ensure daily transport operational activities are met within schedule
- Pro-active on resolving operational issue
- Tracking of orders flow, work with customer on high demand supply volume planning and replenishment schedule.
- Work and assist Operations manager on client expectation and needs.
- Work with customer on new implementations and requirement.
- Prepare NLI reports, Mis-delivery report, conduct Investigations and plan for solutions.
- To maintain accurate inventory records for month end closing & submission of Monthly KPI.
- Capture data of supply volume and update Operations manager

Additional Skill:

Using MPA Marinet/ Portnet- Prepare PSA pass for gate entry,

Using Jurong Port Online- Booking of berth, Prepare Penjuru Berth entry permit

LEE HUAT YAP KEE, Operations Scheduler NOVEMBER 2013- SEPTEMBER 2014

- Lead and direct the day-to-day function of the operations and customer services team (shell Lubricant Singapore).
- Manage the daily operations for customer service & order processing activities
- Tracking of orders flow, work with customer on high demand supply volume planning and replenishment schedule.
- Work with customer on new implementations and requirement.
- To maintain accurate inventory records for month end closing & submission of Monthly KPI.
- Propose workflow improvements to improve efficiency, Optimize utilization of resources.
- Prepare & updates daily forecast for barge programming
- Managed barge operation, loading and physical stock (lubricants) movement.
- Monitored stock tank balances and ensured prompt barge delivery to vessel.
- Processed and arranged delivery (drums and pails) with warehouse, transporter and agent/ customers.
- Reviewed and handled customer's complaint over quantity dispute.
- Engaged in monthly meeting for performance review and improvement.
- Handle customer complaint and dispute cases.

SUMMARY OF SKILLS

SKILLS

- Proficient in MS Office applications (Windows XP)
- Supervising
- Able to work independently under high Pressure
- Capable to handling multiple projects concurrently
- Customer service
- Problem solving

TECHNICAL AND SOFTWARE SKILLS

- Design
 - Adobe Photoshop. Able to design buttons, banners and logos using the different designing tools provided
 - Cascading Style Sheets. Able to apply CSS to HTML websites for the consistent font sizes and layout of all the websites
- Development
 - Adobe Dreamweaver. Retrieval of database's images and data to produce an information website
 - Dreamweaver. Creating website
 - NetBeans. Creating Java application, able to create multiple java classes and plan the methods carefully to be used in each java class.
 - Visual Studio 2005/2010. Able to combine different programming languages like C#, C++

LANGUAGES

- English (Verbal and written)
- Chinese (Verbal and written)

REASON OF LEAVING

- No opportunities for professional growth.
- Looking for better career prospects, professional growth and work opportunities.

EXPECTED SALARY

- \$3800 (Negotiable)
- Notice period: Immediate