

PERSONAL INFORMATION

- Marital Status:
- Nationality:
- Age:
- Place Of Birth: • Date of Birth:

OBJECTIVE

To be part of the established company and to visualize in developing the company into a vibrant and robust knowledge based highly motivated, creative and a fulfilling career

WORK EXPERIENCE

1999 Sep – 2000 Dec Grand Copthorne Waterfront (Resigned for Studies)
Guest Services Officer

Job Description

Handles Front desk duties, such as handles float, assign guest check-in or check-out, Attend to guests need requirements, faxing, administrative duties, handles FIT tour group check-in, special VIP Accommodation, feedbacks, complaints and escalation.

2001 Feb – 2001 Sep Callbiz Asia Pacific Pte Ltd (Retrenched)
Customer Service Executive

Job Description

Handles customer pertaining to enquiry, promotion plans, also provide customer technical IT services such as (IP address, router installation, cables hosting, and solving customer case To case basis, email notification problem, and detect viruses and etc. Also handles customer protocol From, various companies and also from Data One Asia Pte Ltd in a Call centre.

2001 Oct – 2001 Dec Info credit D&B (short term Contract)
Credit Collection Officer

Job Description

Contract assignments with telecommunication industry maintaining customers profile, such as doing Calling, payment collection, negotiates with customers regarding payment issue. Also handle legal, oath And bankruptcy cases, scheduling payment arrangements.

2002 Jan – 2002 Dec Chartwell Business School (Company closure)
IT Programme Co-ordinator cum Personal Assistant to MD

Job Description

Maintain student profile, handles visa application, assigning students class schedule, general administrative duties, float duties, maintain MD cabin, clear in and out tray, check and verify document for MD to sign, handles day to day correspondence, call screening, fix appointment for MD local and overseas meeting, take down minutes and dictation for MD. Plan MD movement, e.g., meeting, lunch appointment, golf game set up, travel itinerary. Follow up on pending document and procurement. Liaise with clients on ad-hoc basis as per MD request. Attends meeting with MD local and overseas. Interact with acc dept., and several departments on ad-hoc matter

2003 Jan – July 2003 Standard Chartered Bank (Contract)
Credit Collection Officer

Job Description

Contract assignments with banking industry maintaining customer profile, such as calling for payments Collection, negotiate with customers, handle legal, oath, bankruptcy cases, scheduling payment Arrangement, print statement of account, oversees day to day statistics report. Meeting dead line and targets and etc.

2003Aug – Apr 2006 DHL Air Express (Freight) (Contract)
Credit Control Officer

Job Description

On contract assignments with shipping industry maintaining customers profile, such as calling for Payment collection negotiates with customers, handle legal matters, arranging shipping import and export packages, scheduling payment arrangement, meeting dead line, targets and generate acc stat reports for daily monitoring.

2006 May – 2009 Mar Teledirect (s) Pte Ltd (contract)
Customer Service Representative cum Quality Assurance Officer

Job Description

At handling both inbound and outbound call. Assist members in flight booking, reservation. Retro mileage accrual. Membership renewal, credit and debit adjustment. Handles dispute flight dispute and customer complaints. Also track on agent call and conduct live call monitoring along with remote call. Daily stat report generated. Coach agent or staff on their daily work progress and stats. Manage and prioritize of call bookings and implement all procedurals plans. Assure employee compliance with company polices procedures and performance standard. Communicate goals and performance standard in employees and other ad hoc duties.

2010 May – 2012 Jan HRX Resources Pte Ltd (contract) (Closure of Project)

Database Collection Supervisor

Job Description

Handle a pool of staff under my supervision and supervise individual staff work, staff assessment and appraisal. Also approve and manage staff leaves, staff roster and etc. Handles database portfolio, monitor individual staff progress, KPI target, monitor live calls, call and data audit. Product revamp, specification, handles adhoc projects, staff attendance report, consolidation of payroll, claims, conduct interviews, coaching on new product. Identify all issues in team and provide continuous support to all members according to per operating procedures. Prepare vacation schedule for all staffs maintaining continuous production. Ensure consistent adherence to company policies, procedures and performance standards & maintain up to-date-work records.

2013 Jan – 2014 June Ministry of Law (Contract)

Customer Service Officer

Handles Insolvency and Public trustee matter. Government administrative duties, in bound call from member of public, handles day to day statistic report and etc., handles member of public complaints, feedbacks, escalation

2014 August – 2015 Nov State Courts of Singapore (Contract)

Senior Customer Service Court Officer

Handles inbound call and reception counter, night court administrative duties, handles all roles and paper work on crime, family, civil matter, court matters. Assist Judge on judiciary matter and other ad hoc cases.

2017 Feb – 2018 Feb 2018 DNATA (Contract) 36 Split Shift

Passenger Service Officer

Handles departure, group and individual check in, gate duty, concierge duties, ticketing, passenger special service request, meals on board.

2018 Oct – June 2019 Zuellig Pharma (Temp Contract Staff)

Client Service Officer

Handles calls from customer and Principal client, processing of order, verifying order, raise P/O, P/I Check and updates system price, maintain vendor price, check on month and stock take on various principal company listing, order rejected, placement of medication order, controlled drug order, cold chain item, shipping order status, delivery status, liaises with driver and warehouse, rejected items, update on the latest promo of material and pricing. Handle feedback and complaint. Price changes escalation and route for approval and individual distributor stock take.

2019 Nov – 2021 Jan
Client Service Officer

Avnet (Contract)

Process customer and client, order, verifying order, raise P/O, P/I Check inventory and updates system price, maintain vendor price, 3rd party spare part and costing. Check on month and stock take on various principal company listing, order rejected, placement of spare part, track shipping order status, delivery status, liaises with driver and warehouse, rejected items, update on the latest promo of material and pricing. Handle feedback and complaint. Price changes escalation and route for approval and individual distributor stock take.

EDUCATION

1990 – 1995 Henderson Primary School
Obtained PSLE

1996 – 1999 Saint Thomas Secondary School
Obtained GCE N Level

2000 – 2000 Private Candidates (Re-sit)
Obtained GCR N Level

2001 – 2001 Private Candidates
Obtained GCE O Level

2002 – 2003 Institute of Technical Education
Obtained GCE A Level

2020 – WSQ & Kaplan
Obtained in Diploma in Communication and Leadership

Languages Spoken: English, Malay, Mandarin, Hindi

Languages Written: English, Malay

Hobbies: Swimming, Rock-climbing, Shopping and etc.

Others: Attended Police Training at Police Academy, obtained certificate in Community Works,
Certificate in Computer course, commercial training, and certificate in leadership Training.

Computer skills: Microsoft Windows 95, 98, 2000, XP, Vista version, SAP, Fidelio, Cruise, LAS,
SIS HEBE2, MARMS, TIPS, DIRA, JIRA, LOOKUP ADMIN, SOE, CRM, SCRIMS, ICMS,
FAMS CT, CRIMSON, SITA, ULTHEA, GST filling, DG system, Tracking Shipment Status

