

## Resume Summary

Current Position :	Client Service Executive
Years(s) of Work Experience:	More than 10 years
Current Industry Sector:	Freight Forwarder
Highest Education Attained:	Diploma in Hospitality Management
Authorized to work in Singapore:	Permanent Resident
Availability:	1 week notice
Current basic:	S\$4100
Expected salary:	S\$4300
Reason of leaving:	Looking for an opportunity to advance my career

## Work Experience

### CRANE WORLDWIDE LOGISTICS (S) PTE LTD

Feb 2020 – Present

Client Service Team

Key account customer in charge

- Assigned to be fully in charge of a certain key account customer for all enquiries
- Responsible of the key customer enquiry in all MOT, Air, Sea and Truck movement.
- Submit quotation based on customer's requirement
- Arrange all Import, Export and Transhipment
- Provide services such as local delivery, local clearance, shipyard delivery
- Follow up on the quotation submission

Export Air Service (Operations)

- Handle air export shipments from sales, overseas, and general team

- Provide support to overseas office pertaining to rates enquires
- Contact internal / external parties to arrange for air export shipment
- Arrange for fumigation, DG inspection
- Prepare full spectrum of export requirement to export operation team for shipment execution
- Follow up shipment to ensure cargo uplifting and on track
- Follow up the Tier 1 permit application with permit team
- Provide ME info to relevant department to contra off

#### Export Air Service (Commercial)

- Liaise with carriers /co-loaders to check for air freight rates, space and schedule
- Source for the best air freight option to fit customer requirement and to get most profitable business
- Coordinate with vendor on truck services to meet customer requirement on urgent request, special truck request such as shipyard delivery, Jurong island delivery, cross border trucking to Malaysia
- Check with vendors on repacking cost
- Check with overseas counterpart or agent for the destination cost
- Submit quotations to general customer

#### Ad-hoc

- Assist account team to actualise invoices from vendors

#### Knowledge

- Attended DG course with certificate.
- STS permits.
- COO application.

## MARTIN BROWER PTE LTD

Dec 2017 – Jan 2020

Freight Management Executive and Logistics Executive in Supply chain team, purchaser at the same time for a few SKU item.

#### Planning

- Handle all incoming / outgoing shipments (Sea freight, air freight and Malaysia cross border trucking).
- 1:6, only one logistics executive versus 6 purchasers and manage their' s POs, estimated 500 and above incoming POs per month.
- Plan sea freight shipment trucking schedule, air freight clearance.
- Permit clearance assurance for all shipment's orders.
- Plan for container unloading, to avoid or to reduce Demurrage & Detention charge, to avoid airport storage charges.

- The company mainly handles food item products. Planning trucking and unloading, based on the type of container (Frozen, Chill or Dry) in different inventory locations.
- Purchase, forecasting and place order based on projected data, maintain of stock accuracy, do adjustment based on actual demand on the market to avoid understock or overstock situations.
- Arrangement for LCL payment and KD clearance.
- Participate in annual stock take in the warehouse to ensure inventory data records is tally with physical stock.

#### Communication

- Liaise with forwarder to plan for the vessel scheduled.
- Liaise with 3PL for container trucking plan, permit declarations, unloading container, and inventory or warehouse space issues.
- Liaise with carrier for portnet and arrival notice, damage and claims.
- Liaise with supplier for stock availabilities, documentation, and supportability.
- Liaise with customer for all requested data reports.
- Local arrangement at customer request, in / out goods delivery locally.

#### Reporting

- Manage monthly, weekly and daily incoming shipment, ensure data EDI to 3PL and forwarder.
- Analyse all logistics expenses and cost, such as urgent permit cost, urgent trucking cost, D&D (proposed cost saving solutions).
- Be on the alert of potential SKUs that will be out of stock soon; be ready to resolve the issue.
- Shipment tracker and permit tracker by my own to easy manage the overall orders and planning.

#### Knowledge

- SFA process and Health Certificate.
- Marine claim process, arranging surveyor for inspection
- Goods disposal process

## NIPPON EXPRESS (SINGAPORE) PTE LTD

May 2013 – Dec 2017

Team leader for Export Customer Service team – handle corporate companies.

- Air Cargo Branch - joined Global Account team in Export role, to handle corporate customer, mainly for all export shipment jobs.

#### Export job (Planning and operation)

- Order processing, preparing worksheet for export shipments, arrange for the goods collection
- Make arrangement with planner for space and calculate space if needed.
- Check and submit documents to permit team for custom clearance declaration and monitor shipment until cargo departs from origin.
- Averages of 500 export jobs per month.

- Arrange for DG specialist for DG goods inspection, ensure DG cargos are all well ready before export.
- Arrange for fumigation for required cargo.
- Plan and implement measure to resolve problems concerning transportation, logistics system, and export issues.
- Support manager with export operations and taking care of daily operations.

#### Customer Service

- Attend to customer enquiries, providing all needed info and answering to customer.
- Monitor POD if needed, subject to hot shipment requests from customers.
- Arrange special request from customers, provide end-to-end support on their requests.

#### Reporting

- Customize daily shipment reports for individual clients.
- Monthly KPI reports.
- Airplane tracker reports, based on MAWB to ensure airplane departure, transit and arrival.
- Monitor shipment tracker for special requirements, for example DG shipment, special rate applied odd size shipment etc.
- Generate storage reports, to be sent to management and clients if free storage is exceeded.
- Generate permit reports to ensure all shipments obtain approval before departure, and to ensure shipments are declared under correct categories.

#### Communication

- Communicate with internal and external stake holders.
- Liaise with Planner team for the air freight space booking and special requests, such as DG or odd size shipments.
- Liaise with Operation team for execution of AWB and documentation issues.
- Liaise with Transport team to arrange pick-ups and delivery.
- Liaise with Warehouse team for all cargo issues such as damage, cross shipment and all cargo relevant issue.
- Liaise with Permit team for declaration and issuance of permits.
- Liaise with Account / finance team for cost relevant issue.
- Outside vendor such as DG specialist, Fumigation service company, carriers, airport terminal, oversea agent and etc.

#### Ad hoc skill

- Problem solving skill - missing cargo, cross shipment, damage issue, manpower issues, airplane space issues.
- Supervisory skill – Mentor 3 members on daily operations, or 5 during peak periods.

#### Travel Advisor at Corporate Team

Corporate ticketing team in Nippon Express Tours & Travel Branch

- Travel advisor, consultation for trips.
- Ticketing skill - sourcing ticket, issue ticket, cancelling ticket, refund, revalidate, reissue, etc.
- Customer services skill - to fulfil all possible requests from corporate client.
- Communication skill with suppliers such as carriers, hotels, travel agents to negotiate special requests from customers.
- Various country visa applications and requirements.
- Arrange for pet travelling, sensitive patient on flight and etc.

## **SANTA ROSA FOODS LIMITED, NEW ZEALAND**

Jul 2013 - Nov 2012

Working Holiday Scheme Part time job - General work - packing, marinating, dressing in food products.

## **APATA LIMITED, NEW ZEALAND**

Apr 2012 - Jun 2012

Working Holiday Scheme Part time job - General work - Grading, sourcing, packing for fresh fruits.

## **IPOH OVERLAND TOURS & TRAVEL**

Sep 2011 - Dec 2011

Tour leader / Freelancer

- Tour leading, Salesperson, ticketing and operation.

## **PACIFIC ARENA PTE LTD**

Sep 2008 - Mar 2010

Travel Executive - Price Breaker team

- Trained in Abacus system, Galileo System, Euro rail system,
- Sales of tour package, cruise package, international hotel reservation, tour activities reservation, Travel Insurance, Visa,
- Tour leading, tour operator and etc.
- Ticketing, Customer services
- Sales of tour packages, visa application, travel insurance.
- Tour arrangement & operation.

## **Education**

January 2008 - April 2008

Internship - Fulham Tours Sdn Bhd

2006 - 2008

College Tunku Abdul Rahman, Diploma (major: Hospitality Management (Tourism))

July 2005 – Oct 2005

National Service (Batch 3) – Kem Segari, Lumut, Perak, Malaysia

2003 – 2004

High School - SMK Tsung Wah - SPM

## Skills

Software: Microsoft Excel, Powerpoint, Word

System Skills: Amadeus, Abacus, Galileo, Euro rail, IBM AS400, JDE, TMF

## Languages

Spoken: English, Malay, Mandarin, Cantonese

Written: English, Malay, Mandarin, Cantonese