
EXECUTIVE SUMMARY

- 5yrs of experience in freight forwarding and logistics management
- 2yrs of experience in sales management
- Aptitude to customer satisfaction and contract administration

EXPERIENCE

Kokuyo Co., Ltd

Sales Manager, Jun 2021 - Current

- Expertly manage and coordinate tender projects, enquires and furniture sales
- Communicate daily with clients, ensuring excellent customer service and ensuring their business has as little disruption as possible throughout the relocation or renovatio process
- Carry out onsite surveys and calculate costing for the furnitures while working with the client's budget and limitations
- Prepared all quotations, paperworks and presentation slides for client in a timely manner
- Skillfully handled a small team of 3 while maintaining coordination with the operations and admin department to ensure the products are produced and delivered within client's expected timeframe

Achievement

- Build and maintain good relationships with customers, designers and project managers
- Establish and Maintain a smooth operation flow in coordination within my team, operation team and customers
- Ensured delivery and installation of products are done on time and smoothly

Trust-Link Mobility Pte Ltd

Sales Executive cum Relationship Manager, Jun 2020 - Jun 2021

- Expertly manage and coordinate commercial relocation for corporate clients as well as residential moves
- Communicate daily with clients, ensuring excellent customer service and ensuring their business has as little disruption as possible throughout the relocation process
- Carry out pre-move surveys both physically onsite and virtually, calculate costing for the move process while working with the client's budget and limitations
- Prepared all quotations, paperworks and presentation slides for client in a timely manner
- Skillfully ensured coordination with the operations and admin department to ensure the relocation is done smoothly and within client's expected timeframe
- Assist company with government tenders for big scale moves such as school move or usage of warehouse storage spaces

Achievement

- Build and maintain good relationships with customers
- Establish and Maintain a smooth operation flow in coordinating with operation team, customers & warehouse for all business and residential moves
- Ensured delivery of packing materials are delivered on time, leaving sufficient time for customers to pack

Uniseal Singapore
Supply Chain Executive, Mar 2020 - Jun 2020

- Expertly support and manage day-to-day purchasing operations
- Strategically source new vendors and manage existing vendor relationships for all materials, services, and equipment.
- Consistently champion the most cost-effective solutions negotiating contracts with new and existing suppliers, efforts have played a vital role in helping company to save cost.
- Played an instrumental role in developing a solid network of suppliers and ensured that all vendors were in 100% compliance with the company's quality assurance standards.
- Skillfully maintain all necessary records, critical in supporting accurate manufacturing resource planning function

Achievement

- Build and maintain good relationship with customers and vendors.
- Establish and Maintain a smooth operation flow in coordinating with supplier, customers & warehouse for daily orders and shipments.
- Improved monthly purchasing process by buying forecasted quantities at time of order placement, which has improved job efficiency and reduced monthly workload.
- Successfully sourced and secured goods and services such as raw materials, direct production components, and tooling to ensure sufficient stock level in warehouse.

Joint Reliance
Operation Executive, Jan 2019 - Mar 2020

- Managed and preparation of permits for export and import shipment, including cross trades from region.
- Ensure necessary documentations are available and provided for the rendered services.
- Monitor shipment and ensure containers are delivered on time in accordance to customer's request.
- Assist operation controllers to carry out scheduled trucking activities according to customer's requirements.
- Communicate with operation controllers on traffic arrangement and assist to coordinate job assignments.
- Liaise with customers on requirement and provided ad-hoc services.

Achievement

- Build and maintain good rapport with customers to fulfil their requirement.
- Establish and Maintain a smooth operation flow in coordinating with supplier, carriers & site for daily shipment activities.

Reason for leaving

Seek opportunities in a more business centric area with a challenging and rewarding job that provides career advancement and growth as well as contributing my experiences to the company.

Poh Tiong Choon Shipping
Import Shipping Coordinator, Nov 2017 - Jan 2019

- Monitor ship schedules before arrival and discharge at port.
- To handle and process import shipping documentation such as Bill of Lading etc
- Monitor and follow up on Arrival Notice and Bill of Lading for incoming shipment
- Usage of Trade net such as cargoes permit declaration, amendment and cancellation.
- Follow up on any repair, washing, demurrage, storage and detention charges

Achievement

- Establish and Maintain a smooth operation flow in coordinating with supplier, carriers & site for daily shipment activities.

Reason for leaving

Company down sized and management introduce my service to Joint Reliance.

Singapore Press Holdings (Contract Job)

Customer Service Officer, Nov 2016 - Nov 2017

- Manage inbound & outbound enquiries from customers via phone and email
- Provide basic troubleshooting for app over the phone
- Provide an elevated consumer experience to generate loyal consumers
- Ensure superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot
- Handle consumer escalations and sales enquiry and provide appropriate solutions and alternatives
- Follow up on cases to ensure resolution and consumer satisfaction

EDUCATION

Northumbria University

Singapore

Bachelor of Arts in Business Logistics and Supply Chain Management (Expected graduation Jun 2022)

Kaplan

Singapore

Diploma in Business Administration

MISC. INFORMATION

- Technical Skills: - MS Office
- Tradenet
- Proficient in English and Mandarin