**CANDIDATURE SUMMARY**

**Position Applied for – Executive - Operations**

Professional Experience : 12 years’ experience in warehouse and transport operations management, resource planning and scheduling, data analysis and process improvement

Software Skills : Microsoft Office, WMS/SAP System, GPS system

Highest Qualification : BSc (Honours) Logistics and Supply Chain Management

Last Drawn Salary : $3600

Expected Salary : $4000

Availability : 1 Month

**DHL Supply Chain Singapore Pte Ltd**

**Operations Executive**

**Jan 2018 – Present**

*Oversee the outbound operations of a 4,500 square meter Distribution Centre warehouse with more than 6,000 storage bin locations. Ensure products replenishment to customer’s overseas warehouses across 13 countries in Asia Pacific. Leading and managing a team that delivers high level of service quality and customer satisfaction.*

**Key Duties:**

* Ensure daily operational procedures and warehouse activities are in line with organisational SOP, requirements, and high quality of customer service.
* Conduct tool-box meeting, safety and project briefing to establish consistent and effective communication with shop-floor team.
* Daily resource planning and monitoring of warehouse team of 12 on performance, productivity, quality, and attendance.
* Working with customers on projects on process improvement, shipment replenishment schedule, data analysis and achieving KPI targets.
* Establish discussion with freight forwarders and customers to ensure all processes and documentations are in place for smooth transition of Normal and DG goods.
* Generating of shipping delivery notes, invoices and packing list from SAP for shipment booking.
* Ocean and air shipment booking with freight forwarders.
* Attend to APAC and local customer queries, resolving critical issues and propose improvement plan.
* Inventory management, supporting annual wall-to-wall stock take and migration project.
* Generating Exporter of Records report for Finance and perform reconciliation with forwarder.

**Asian Tiger Mobility – K C Dat Pte Ltd (S)**

**Operations Executive**

**Nov 2010 – Dec 2017**

*Responsible for planning, executing, monitoring and controlling of day-to-day moving operations across 20 over sites in Singapore. In charge of making sure all aspects of logistics, material replenishment and customer delivery operations are progressing on time and efficiently. Working collaboratively with Move management and cross-functional teams from various departments within the organisation to ensure high level of customer service*

*and operations are well-coordinated.*

**Key Duties:**

* Ensure daily operational procedures and moving activities are in line with organisational SOP, requirements and high quality of customer service.
* Perform day-to-day operations planning and scheduling to optimise resources to meet daily demands efficiently with cost control.
* Manage a distributed workforce (in-house and outsourced) of 20+ trucks with drivers, 20+ moving teams with 100+ operational crews daily during peak season.
* Monitoring on the material replenishment, flow of goods, movement of trucks and moving teams locally.
* Working with internal and external customers to meet their daily demands and requirements by utilising available resources efficiently.
* Maintain up to date documentation records of daily jobs schedule, manpower movement and vehicles information in an organised manner.
* Manage administrative matters such as Annual leave and medical claims of company drivers, supervisors and crews and taking care of their welfare.
* Perform continuously operational process and quality improvements on jobs execution and documentations.
* Involve in monthly verifications of sub-contractors’ invoices, company’s annual internal audit and annual operational training for logistics crews and sub-contractors.
* Conduct investigations on low-quality of service delivery and customers’ dissatisfactions.
* Coordinating with shipping and air freight department to ensure goods and cargoes are ready for export or local delivery.

**Educations:**

Singapore University of Social Sciences (SUSS) - 2017

BSc (Honours) Logistics and Supply Chain Management (Second Upper Class Honours)

Singapore University of Social Sciences (SUSS) - 2015

BSc Logistics and Supply Chain Management

Temasek Polytechnic - 2008

Diploma in Information Technology

**Languages:**

English, Mandarin