



# WONG POOI LING (AGNES)

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## LOGISTICS & WAREHOUSING | SUPPLY CHAIN MANAGEMENT | PROCESS IMPROVEMENT

Over 20 years of extensive experience in overseeing a wide spectrum of supply chain management, warehousing and logistics operations towards achieving timely deliveries and accurate inventories. Well-versed in the areas of procurement and purchasing, manpower planning, 3PL warehouse management, forwarder selection along with route planning coupled with an eye on rolling out efficiency improvement and cost reduction initiatives. Known as a self-driven and flexible leader with an outstanding capacity to coach and empower teams to greater heights.

## CORE COMPETENCIES

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Supply Chain Management  
Logistics & Warehousing  
Budget Development  
SOP Formulation

3PL Warehouse Management  
Customs Liaison  
Manpower Planning  
Forwarder Selection

Procurement & Purchasing  
Route Planning  
Cost Reduction Initiatives  
Coaching & Mentoring

## WORKING EXPERIENCE

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### GoodGloves Industries Sdn Bhd Supply Chain HOD

Nov 2021 – Present

#### *Accountabilities*

- Establishes performance metrics for measurement, comparison, or evaluation of factors affecting the supply chain.
- Leads the supply chain team in executing best practices and measuring performance through agreed-upon Key Performance Indicators (KPIs).
- Directs and coordinates global supply chain functions through strategy, resource optimization, profitability maximization, and KPIs resulting in the maximization of customer satisfaction.
- Plans, manage and coordinates all activities related to the sourcing and procurement of necessary materials and supplies needed to meet the changing levels of product demand.
- Works directly with the sales department to determine the most cost-effective distribution solution for finished goods transportation to customers/destination.
- Works with freight forwarders and transportation companies to set the best route and rate (reviews and approves all freight terms and agreements).
- Collaborates with procurement department to determine best practices for freight in and freight consolidation.
- Develops and maintains detailed inventories of raw materials and supplies located in the company, at sites, and in the factory.
- Analyses current inventories and procedures; suggest improvements to increase the efficiency of the supply chain and profitability for the company.
- Assesses the need for material-handling equipment and staffing; makes recommendations to ensure efficient loading, unloading, movement, and storage of materials.
- Negotiates prices for raw material and delivery with suppliers, vendors, and/or shipping companies.
- Monitors the performance of suppliers, assessing their ability to meet quality and delivery requirements; identifies and qualifies new suppliers in collaboration with other departments.
- Supports proper utilization of SAP/ERP system.

**Mapei Malaysia Sdn Bhd (Chemical)**  
**Warehouse & Logistics Manager**

Nov 2018 – Oct 2021

*Achievements*

- Initiated effective goods labelling and classification as well as storage analysis and establishment to reduce inventory management variances from 3% in 2018 to 0.1% in 2020.
- Instrumental in increasing daily shipped out the volume from 450 tons in 2018 to 811 tons in 2020 as well as clearing out over RM80,000 of slow-moving stocks.
- Successfully improved the competencies of the team in reducing customer complaints from 2.44% in 2019 to 1.02% in 2020.

*Accountabilities*

- Drive a team of 19 in executing full-spectrum logistics, shipping, warehousing, purchasing and inventory management functions towards fulfilling customers' orders along with high levels of safety, cleanliness and 5S within the warehouse.
- Oversee policies and guidelines formulation, inventory planning, quarterly stock count, material planning and forecasting, inventory control, budget development and cost control, manpower and resource allocation as well as training and development.
- Develop and execute procurement strategies covering sourcing, vendor and transporter evaluation and selection, price analysis and negotiations, benchmarking, PO creation, order monitoring along with vendor performance management
- Forge cross-functional collaboration in conducting root cause investigation as well as conceiving corrective and preventive actions to resolve supply chain issues.
- Champion continuous improvement initiatives to enhance workflow efficiency, workforce productivity and workplace safety as well as clearing SLOB inventory and reducing costs.
- Ensure accurate entry of all logistics and shipment data while providing coaching and guidance in empowering members of the team.

**Pure Circle Sdn Bhd**  
**Logistics & Warehouse Assistant Manager**

Jan 2016 – Oct 2018

*Achievements*

- Played an immense role in maintaining above 95% stock accuracy and below 3% workers turnover for 2 consecutive years.
- Spearheaded the rollout of multiple programs in delivering savings of RM52,000 in 2016, RM74,000 in 2017 and RM89,000 in 2018.
- Championed the successful implementation of C-TPAT for in-house and external warehouses to comply with the US customer export shipment requirement.

*Accountabilities*

- Headed a team of 38 in carrying out daily logistics, shipping and warehousing operations in line with standard operating procedures.
- Led stock management, 3PL and external warehouses coordination, manpower planning and training, data gathering and analysis along with budget preparation and control.
- Evaluated and selected freighting agents, forwarders and transporters in ensuring on-time delivery of goods at the lowest costs.
- Liaised with the Customers, MIDA and MITI for duties exemptions as well as shipment clearance
- Worked closely with other departments in addressing all complaints while identifying and executing an array of improvement initiatives.
- Served as a member of the committee and internal auditor for the ISO9001, FSSC22000, FAMI-QS, SMETA, OSHA 18001, Halal and C-TPAT standards.

**A1 Holding Berhad**  
**Purchasing/Warehouse/Marketing Senior Executive**

Sep 2009 – Dec 2015

*Achievements*

- Successfully set up a comprehensive price bank from scratch to ease negotiations and vendor assessment.
- Implemented numerous employee engagement programs to reduce worker turnover below 3% for 2 consecutive years.

*Accountabilities*

- Worked closely with a team of 8 in executing end-to-end logistics and warehousing operations towards achieving timely delivery of finished goods to ports for both local and international customers.
- Carried out shipments scheduling and monitoring, document verifications, materials monitoring, schedule adjustments, goods cataloguing, route planning and carrier selection in ensuring accurate quality, quantity, stock levels and delivery lead times.
- Performed work order analysis, requisition review and approval along with stock ordering and replenishment in ensuring accurate inventory.
- Conducted route and carrier selection in accordance with set parameters, specifications as well as costs
- Liaised and negotiated with suppliers, manufacturers, retailers and end-users.
- Assisted in reviewing enquiry quotations and resolving customer complaints, performing KPI setting and SOP formulation along with ISO and legal compliance activities.
- Carried out recruitment and training of warehouse personnel while providing coaching and guidance to develop respective skills.

**EARLY CAREER HISTORY**

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**Purchasing Senior Executive**, Yuen Fee (Wan Soon) Sdn Bhd (Steel Fabricated) Jan 2007 – Aug 2009

- Headed a team of 2 officers in performing purchasing of steel plates, mechanical & machine parts as well as consumables.
- Initiated the Master Purchasing Plan while carrying out quotation sourcing and review along with cost-saving activities.
- Served as Deputy Chairman of the 2009 Annual Dinner Committee.

**Senior Buyer (Purchaser)**, Yamagata Sdn Bhd (Printing)

May 2003 – Dec 2006

- Supervised 2 junior officers in carrying out purchasing of both direct and in-direct materials encompassing PO, material forecast and Customs documents preparation, price and invoice verification along with suppliers and Customs liaison.
- Performed sourcing of new suppliers and materials as well as cost savings and stock take activities.

**Marketing Coordinator**, Hualon (M) Sdn Bhd

Mar 2000 – Apr 2003

- Coordinated and planned sales deliveries as well as arranged daily customer shipments.
- Carried out preparation of Letter of Credit and Bill of Landing as well as verification of payment terms.

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**EDUCATION & TRAINING**

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**Bachelor of Social Science (Hons) in Political Science**, University of Kebangsaan Malaysia (2000)

C-TPAT Awareness Training, SGS/CBE/C-TPAT-A/17/18424  
Internal Auditor Training Based on C-TPAT Security Requirements  
FAMI QS Awareness Program, DNV.GL/Q/MM-6737  
FAMI QS Awareness Training Course, FAMI QS: 042017A-DNV-04  
Internal Auditing based on ISO 19001 for ISO 9001:2015, ISS/T:10284  
FSSC 22000 Refresher & Internal Auditing, ISS/T:8285  
Effective Management System Team Training, ISS/T:9386  
GMP and HACCP Awareness, PQC  
Managing Absenteeism, PQC  
Masterclass – Time Management & Work Productivity Strategies  
Masterclass – Practical Managerial Leadership for Young New Manager  
4EYES – Manufacturing Costing for Non-Costing Managers  
SCOTS– Supply Chain Management  
SMI ASIA – Production Planner in Action  
New Incoterms 2010 and Pitfalls on international Sale Contract, ICC Malaysia  
Safety and Health Awareness, S/N: PISB:006  
ISO 14001:2004 Awareness, YMG 0609  
Managing Improving Warehouse Operations: Practices for Effectives Performance, FMM/A90286  
Effective Inventory Control: Balancing Cost and Operation Efficiency, FMM/A90677  
Fundamental Supply Chain Management Workshop to enhance Business Effectiveness, FMM/A86999  
Analytical Problem Solving Skills  
Supervisory Skills & Time Management  
MIM-Certified Professional Coach, MIM-CPC :E02154  
Supply Chain Short Course on Strategic Supply Chain Management, MISI  
Pengendalian Disiplin Pekerja & Siasatan Dalaman Disiplin (Domestic Inquiry), IAP/0805

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**TOOLS**

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MS Office | JDE | SAP | AS400