

RESUME

**CHONG SIEW LIAN,
JOEY**

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Profile

I am a well present person with an adequate educational background & 22 years working experience which involving of Logistics, Inventory & Customer service. I have completed my Diploma in Business Administration (Level I and Level II) and Advanced Diploma in BA. In year 2002, I had obtained BA (HONS) in Business Administration from University Abertay Dundee, UK.

Date of Birth

09 September 1979

Sex

Female

Marital Status

Married

Height & Weight

1.75 M – 62KG

Computer Skills

Good knowledge on Microsoft Word, Excel, Microsoft Outlook, Power point, SKALA & AS400 system, BPCS, SAP, Cognos, JDA

Language Spoken

Bahasa Malaysia, English, Cantonese & Mandarin

Objective

Seek to join a reputed organization to serve with best of my professional dexterity & to gain extensive career exposure in operations management.

Interests/Hobbies

Movies, Hiking, Traveling

Academic & Qualification	<p>2002 (June) Systematic College Degree In Bachelor (HONS) Business Administration University of Abertay Dundee, UK</p> <p>1997-1999 (June) Binary Business School Certificate In Business Administration (ABE) Diploma In Business Administration Level I & Level II The Advance Diploma In Business Administration</p> <p>1992-1996 Sekolah Menengah Taman SEA, PJ</p> <p>1986 – 1991 Sekolah Rendah Kebangsaan Sultan Alam Shah (II), PJ</p>
Employment & Experience	<p>2000 January – 2003 February Merck Sdn Bhd, Shah Alam Industry: Chemical Distribution Company Position: Customer Service Co-ordinator Job Description:</p> <ul style="list-style-type: none"> • Provide support to the sales team, ensuring all sales & service objective were met • Responsible answering customer queries, problem solving, quotation & providing product detailed information • Dealt with customer complaint • Responsible to indent stock from source • Handle process of new customers opening accounts • Monitor backorder release • Work with account department on credit hold & collection of outstanding payments • Follow up original poison order control for regulatory requirements • Handling goods return from customer • Generate repeat business through successful client follow up <p>2003 March – 2004 August</p>

Merck Sharp & Dohme (I.A) Corporation, PJ

Industry: Healthcare/Medical

Position: Customer Service Executive

Job Description:

- Dealt & active correspondence with appointed distributor on customers orders, deliveries, opening new customer account & complaints
- Support sales team in ensuring orders are process timely manner
- Prepare quotation for tender submission & hospitals
- Reporting daily figures to Therapeutic Business Director/ National Sales Manager
- Handle customers goods return & ensure complying to company return policy
- Monitoring back orders for release
- Managing Tele-marketer(s) on activities assigned by Product Managers
- Monitor & follow up customer contractual sales
- Assist marketing activities e.g. New Product Launching or Seminars hosted for Customers
- Prepare reports of back orders list & stock status to Product Manager
- Responsible in updating master price list & bonus scheme revision
- Manage in-house sales products & report sales to Finance Director (e.g. vaccines)

2004 September – 2007 December

Zuellig Pharma Sdn Bhd, Petaling Jaya

Industry: Distribution & Warehousing Services– Healthcare/Medical Devices

Position: Principal Services Executive

Job Description:

- Assigned as team leader to handle multiple principals
- Provide support & service to Principals enquiries
- Resolve Principals inter department operations issues & attend their request promptly
- Responsible for system inventory management, forecasting, inventory reports & inventory transaction
- Closely co-ordinate & communicate with warehouse on operation issue & follow up pending instructions
- Dealt with principals & forwarders on shipment clearance
- Negotiate with Principal/Clients on ineffectiveness process & additional cost charge on exception/value added requirements
- Handling system item master creation & redressing maintenance
- Actively build good relationship with Principals
- Prepare, responsible & co-ordinate Principal ad-hoc & nationwide stock count

- Participating company internal audit
- Monitor Principal KPI setting
- Monitor department KPI –Order fulfillment & Inventory Holding
- Prepare monthly distribution manual indent billing
- Take charge of buddy back-up system
- Manage job sheet instruction for redressing
- Reconcile with Principal on inventories discrepancies
- Report to Manager on exception event & activities directed from Principals
- Generate ad-hoc request report for Senior Manager

2008 January – 2011 April

Zuellig Pharma Sdn Bhd, Bukit Jelutong – Shah Alam

Position: Principal Services Asst. Manager

Job Description:

- Responsible for provide services to company's Principals in regards to operational Issues, enquiries, sourcing, complaints, prompt delivery of reports & etc
- To develop, manage & monitor inventory control policies & best practice within the department
- Perform stock takes, report adjustments, reconciliation & analysis of inventory variances
- Address time-sensitive inventory issues with a strong sense of urgency
- Lead quality & continuous improvement projects within department
- Compliance with ISO requirements on its regulations & procedures
- Work closely with warehouse management team to reduce stocks discrepancies
- Recruit, train, coach new staff & develop existing staff
- Participating in the development & recommendation of IT enhancements & reporting tools pertaining to inventory control
- Provide main point of contact for Principals & act as liaison between the principals & other departments within the company
- Develop & expand relationships with existing Principals
- Provides direction & support to staff to ensure staffs perform to expectations
- Responsible integration of any newly joint Principal
- Monitor department KPI – order fulfillment & inventory holdings
- Initiate analysis and streamline to existing internal department processes
- Provide familiarization program for Principals
- Organize & co-ordinate Principal warehouse visit or audit
- Troubleshoot system interface issues & control improvement process with IT team
- Evolved Department restructuring & improvement process

2011 April – 2011 September

Bausch & Lomb (M) Sdn Bhd – Petaling Jaya

Industry: Eye Healthcare

Position: Assistant Supply Chain Manager

Job Description:

- Manage & provide proper guidelines and training to both Supply Chain & Customer Service team
 - Coordinate & monitor 3PL inventory and warehousing related issues and ensuring KPI are met
 - Monitor Inventory targets (including safety stock levels, Fill Rate, MOH) that are approved by management
 - Monitor & track inventory issues. Highlight & escalate issues accordingly to obtain satisfactory resolution
 - Prepare report, and communicate forecast and inventory measurements to management (forecast accuracy, inventory plan vs targets)
 - Manage Customer Service KPI and issues (OTIF rate, Drop calls & order productivity)
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- Monitor & management of backorders & shipping/freight
 - Evolving and maintaining documentation and standard operating procedures for demand planning processes & system
 - Inventory & quality reconciliation management
 - Responsible for process improvement within Malaysia supply chain and customer team
 - Proactively facilitating, re-engineering, best practices & consensus between functional experts
 - Responsible for the supply chain/customer service department budget
 - Managing of staff development plan
 - Negotiate contract terms & cost saving with service provider

2012 May – September

Alliance Cosmetic Group International – Shah Alam

Industry: Cosmetics & Skin Care

Position: Inventory Operations Manager

Job Description:

- Manage distributor Key Performance Indicator
- Address daily operation issues that create barriers to service delivery
- Explore new boundaries focusing on service capabilities & customer satisfaction.
- Explore & identify collaborative solutions with 3PL
- Review current policies & procedures that impede the business and recommend & implement changes for strategic improvement
- Lead in conceptualising improvement on inventory management – stock holding, space storage, SLOB, reconciliation & consignment stock
- To ensure financial compliance in all warehouse and distributor operations
- To organize yearly inventory count in warehouse
- Accountable for order management process, from order generation to distribution
- Help drive the supply chain and distribution processes for the particular region of involvement – Indonesia, Singapore & Brunei

2012 October – Current

Abbvie Sdn Bhd – Petaling Jaya

Industry: Biopharmaceutical /Healthcare

Position: Logistics and Supply Chain Manager (M'SIA, S'PORE & BRUNEI)

Job Description:

- Manage Distribution Budgets
- Manage 3PL Performance and day to day operations
- Drives for continuous improvement / corrective actions related to operations and cost saving
- Dealing with forwarder for all incoming import shipments
- Handling Demand and Forecast planning
- Liaise with source planners related to supply stocks – redressing/stock issues
- Inventory Management – Distributor stocks replenishment, Branch Transfer to East Malaysia, Returns, stocks obsolesces, Stocks Count
- OTC Lead at affiliate. Handles billing process
- Task force internal audit – related Global Financial Audit and OEC
- Co-ordination Monthly sales and operations planning meeting
- Co-ordination and planning execution of New product Launches

- Analysis and monitor potential/actual back orders
- Involving in managing Master Distribution Agreement, scope of works
- Project lead for Affiliate SCM on Business Integration

Accomplishment

- ZP: Operation Excellences setting up new client business in 3 weeks. Standard lead times are 6-8 weeks for operations setup, transitions and planning.
- ZP: Work with consultant on process restructuring for Principal Services department to provide workload alignments and client expectations are focus and met
- AbbVie: Managed help company to save MYR500K of write off cost on non-furbish Medical equipment (200 units) to Indian region
- AbbVie: Smooth stocks transition from Abbott warehouse to Zuellig Pharma within 3 working days operations, with no interruption on the business.
- AbbVie: Managed to source and bought in additional stocks (MYR1.5mio) for commercial team to sell due to competitor out of stocks and an opportunity timing responding to market needs.
- AbbVie: Streamline OTC process for Brunei Market where reduce the documentation for GST reporting, no export handling process and currency discrepancies.
- AbbVie: Working on the alternative cost saving to import goods via trucking instead airfreight.