

KUAN TECK HOCK

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Summary

OBJECTIVE

I am an enthusiastic and a self-starter with strong leadership and communications skills. Previous academic and curricular achievements can help to possess the right technical and soft skills required to propel the organization achieving its goals and objectives.

PROFILE

- Strategic, logical and detail oriented.
- An excellent communicator.
- Strong team-working and multi-tasking skills.
- Friendly and easy-going.
- Have good supervisory, management and networking capabilities.
- Able to investigate, document and maintain records accurately.
- Managing information or general administration support.
- Keen for new experience, responsibility and accountability.
- Understand both organization and customer needs.
- Able to suggest new ideas on integrating corporate culture and quality guarantee.
- Good statistical and numerical abilities.

FUNCTIONAL AREAS OF EXPERTISE

- Leadership and Administration
- Statistical Techniques for Decision Making
- Marketing
- Strategic Management
- Service Quality Management
- Research Methods in Social Sciences
- Process Design
- Benchmarking
- Human Resource Management
- Quality Management
- Team Management
- Teamwork and Planning
- Analysis and Implementation
- Customer Service and Relations
- Understand the roles and responsibilities of the QMR in accordance with the requirements of ISO 9001:2008
- Aware of common pitfalls and solutions in undertaking the role of a quality management representative
- Understand how a QMR can ensure the effective development, implementation and improvement of the quality management system

Experience



Head of Product

U Mobile

May 2021 - Present (1 year 4 months +)

To work closely with distributor in managing dealers' portfolio by providing system support i.e. network, creation, modification and termination

- Provide trade marketing support ie event, signage, posm & pyramid performance
- To plan, lead, execute and monitor effectiveness of sales strategy and promotion plans by seeking new opportunity to expand UM touch point & pyramid
- To deepen dealer's loyalty through activations (Prepaid with plans and Postpaid)
- To ensure proper training and knowledge on:-
 - System : Genuine and accurate activations through control system & system knowledge
 - Product : Full range of products
 - How to Sell : Accurate and correct information given
 - Incentives / Pyramid : Proper guidance in building loyalty
 - POSM : Latest & up to date POSM
- Vigilant to market movement through market intelligence
- To drive and coach Product Specialist / Sales Team to meet designated area / territory's prepaid & postpaid sales target and monitoring their sales performance
- To proactively manage inter-department requirements and communication in order to meet sales objectives as well as optimizing support resources



Territory Sales Manager

Stratel (Malaysia) Sdn. Bhd.

Feb 2016 - Mar 2021 (5 years 2 months)

Devise effective territory sales and marketing strategies

- Analyze data to find the most efficient sales methods
- Meet with customers to address concerns and provide solutions
- Discover sales opportunities through consumer research
- Present products and services to prospective customers
- Participate in industry or promotional events (e.g. trade shows) to cultivate customer relationships
- Conduct training in sales techniques and company product attributes
- Assess sales performance according to KPIs



Business Development Executive

Toshiba Tec Malaysia Sdn. Bhd

Feb 2014 - Jan 2016 (2 years)

- Worked as Business Development Executive.
- To penetrate and develop standard accounts as assigned by superior.
- To carry out pre-sales prospecting on accounts assigned.
- To prepare sales/presentation materials for quotation submission.
- To organize and conduct product presentations and demonstrations.
- To obtain feedback from customers and channel requests to District Sales Manager or Branch Manager.
- To prepare reports; daily sales reports, sales forecast, Win/Lost Sales Report.

- Monitor competition within assigned region
- Prepare and submit reports to the Sales Director

Assistant Quality Assurance Manager

Premium Ark Enterprise

To prepare reports; daily sales reports, sales forecast, Win/Lost Sales Report.

Premium Ark Enterprise (M) Sdn. Bhd. 2013 – 2014

- Worked as Quality Executive.
- Work with General Manager in reviewing and updating policies and procedures ensuring regulatory compliance and quality are fully embedded.
- Determine, negotiate and establish a company's quality procedures, documents and control procedures.
- Coordinate and direct the implementation of new standards into practice.
- Train employees on quality measures and company policies.
- Managing employee quality control duties.
- Perform quality assessments.
- Investigate quality management systems' failures and issues.
- Act as a catalyst for change and improvement in performance or quality.
- Generate ideas, suggestions or recommendations to solve problems and enhancement in the QMS.
- Maintain and analyse issues arising from a log of comments and complaints.
- Review customer requirements and ensure that they are met.
- Ensure the promotion of awareness of customer requirements throughout the organisation.
- Communicate with internal and external clients.

Quality Management Representative

Yung Kong Galvanising Industries Berhad

Jan 2011 - Jan 2013 (2 years 1 month)

Initiate and support on the implementation, maintaining and continual improvement for the effectiveness of the Quality Management System (QMS) in accordance with ISO 9001 standards.

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- Monitoring the processes for the QMS and its application throughout the organization.
- Reporting to top management on the performance of the quality management system and any need for improvement.
- Facilitate and perform routine input to tools and reports such as corrective action reports, prevent action reports, customer satisfaction surveys and field complaint processing.

Tour Executive

Hong Tai Travel Agency Sdn Bhd

Jan 2010 - Jan 2011 (1 year 1 month)

Ensure that itineraries and tour arrangements meet customers' satisfaction.

- Responsible for selling holiday and travel products to the public.
- Ensure sales targets that have been set out by the office manager are met.
- Responsible for dealing with complicated customer itineraries and complaints.

- In charge of handling customer orders and payments.
- Liaise with tour operator companies and other key partners such as hotels and airlines regarding bookings and schedules.
- To assist Office Manager in leading, directing and motivating the team in order to achieve the overall corporate sales objectives.
- Organising and attending tourism events, conferences, workshops, seminars and exhibitions.
- Helping with passport and immigration issues;
- Leading the tour members and dealing with different issues while travelling overseas



Retail Specialist

Maxis

Dec 2007 - May 2008 (6 months)

Performed this job as a sales executive after form six.

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- Become a front line executive to promote and sell the telecommunication device.
- Identified potential customers to build good business relation.
- Developed and maintained skills for operating new devices that are updating from time to time.
- Assist Sales Manager by completing all assigned duties.
- Assist with sales questions, concerns and product/service questions.

Education



Universiti Tun Abdul Razak (UNIRAZAK)

Bachelor of Management

2008 - 2011

ADDITIONAL SKILLS

- Proficient in MS Word, PowerPoint, and Excel and Windows Operating Systems.
- Language: Speak and write fluently in English, Mandarin, Malay and Cantonese
- Driving license.

CURRENT & EXPECTED SALARY

RM8,000+ for current salary and expected RM10,000 (negotiable)