

RUZANNA

ROZAINUL AFANDI

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OBJECTIVE

A position that can appreciate my experience, talents, and education.

EDUCATION

BACHELOR DEGREE
OF OPERATION
MANAGEMENT

JUNE 2004 - JUNE 2007

EXPERIENCE

June 2023 - Today

Custom Preferential • Business Expert • BASF Asia Pacific, Kuala Lumpur

- Manage seamless FTA issuance in timely manner.
- Maximizing preference management by using GTS system.
- Collaborate, coordinate, and recommend best practices with Business Units, customs country experts and management team in customs to ensure FTA processes optimized.
- Responsible to manage, direct, coordinate and conduct analysis of all products subjects to FTA to which Asia countries.
- Maintain documentation and data required by these FTA's.

Feb 2020 – May 2021

Customer Service • Team Lead • Barry Callebaut Services Asia Pacific Sdn Bhd

- To ensure that the team heading to achieve their KPI by monitoring their performance by monthly basis.
- To participate on any new Project / Business support required.
- To analyze and identify root cause of team members issues and difficulties.
- Independently lead the immediate work scope of team member.
- Critically analyze process proposals and identify priorities.

January 2019 – January 2020

Quote Analyst • Executive • Flextronic, Penang

- Received RFQ information from BD/PM/QPM.
- Review and summarize RFQ documents and release to relative departments.
- Communication with Engineering team & Purchasing team for IE data and CBOM.
- Perform quotation in quote format and release to BD/PM/QPM.
- Understand customer requirement, communication with Engineering team and Purchasing team to improve quote and get the project.
- To prepare the quote within the plant KOI's.

August 2016 – Dec 2018

Order Management • Executive (key user) • BASF Asia Pacific, Kuala Lumpur

- Being a key user, to assist team for any SAP issues.
- Key user - To test any new functionality within the system, performing UAT test.
- BL draft checking (for LC orders, 3rd party supplier orders and key customer orders).
- Manage Insurance Certificate (if necessary)
- Follow up BL receipt status based on ETD.
- Provide full and accurate required documents to internal and external customers.
- Collection of Original Bill of Lading and other documents from goods suppliers
- Provide full and accurate required documents to internal and external customers.
- Upload / maintain documents in SAP for audit trail.
- Support documents for internal and external audit purpose.
- Register all and follow-up with all non-conformances in the NCM system. Chase the investigators.
- Participate proactively in new workflow for on time & accurate documents.
- Service contact for assigned countries – monitor order status and provide update information to the countries.
- Ensure that delivery capability and reliability of all orders.
- Ensure that a minimum internal cycle time of order processing is achieved by improving the process wherever possible.
- Troubleshooting and problem solving.
- Create shipment cost for shipments.
- Validate and submit invoice to finance from carrier and local service provider for payment.

Dec 2011 – July 2016

Customer Service • Executive • Barry Callebaut Services Asia Pacific Sdn Bhd

- To assists in customer order, inquiry, technical issues, problem arising, etc.
- To ensure customer order is being arrange, process and shipment in timely manner.
- To align with internal team on customer request and expectation.
- Prepare weekly report on sales update and 3 months forecast for planning purpose.
- To align customer requirement with internal process.
- To inform customer on the update capacity of the plant.
- To ensure outstanding payment from customer is being arrange on timely manner.
- To assist on customer request based on new requirement from the regulatory or new.
- certificates registration required upon their request.
- To ensure that customers contract balance and supply is enough throughout the supply.

January 2010 – November 2011

Program Management • Executive • Flextronic, Penang

- Escalate customer issues to management.
- Be intermediate person between management and customer.
- Escalate end customer issues to client.
- Prepare daily calling report.
- Follow up repair jobs until unit have been sent to customer Program Executive.
- Serves as project manager; manages multiple teams.
- Responsible for ensuring plans prepared by each of the teams are accurate and that the dependencies between all the related teams are thought through.
- Defines the critical path, anticipating potential obstacles and overcoming issues.

October 2008 – December 2010

Purchasing • Executive • Panasonic Communication Sdn Bhd

- Liaise with supplier - Make sure delivery being sent on time, the right material, and the right place.
- Handling any abnormal orders, for example, short lead time order that need to be fulfill on time.
- Reconcile account statement from suppliers to submit to accounts - Make sure that there's no pending or on hold payment for suppliers.
- Make sure that supplier send appropriate documents such as invoice and Delivery Orders once shipment is made.
- Make sure the stock in warehouse is not high, and make sure just enough for production used.
- Practice JIT for most of the suppliers, especially locals.
- Being intermediate person between suppliers and company.
- Handling any quality issues for product, making sure replacement are being made and counter measure are being made for each issue.
- Each month prepare evaluation report towards supplier based on delivery and quality of the product.

September 2007 – September 2008

Customer Service • Junior Executive • Rapiscan Systems Sdn Bhd

- Follow up with customers & liaise with customers.
- Handling RMA and loose orders.
- Handling with customers finished products.
- Follow up until product is being shipped up to customers.
- Prepare monthly sales report and RMA report.
- Make sure customers are satisfied with the services & product.
- Follow up on daily internal problem for customers' orders.

KEY SKILLS

Creative
Problem Solver
Leadership
Mentor
Empathy
Understanding
Customer Service
Strong Focus
Collaborate
Team Player
Problem Solving
Self-starter

COMMUNICATION

Based on my experience, I managed to understand further on the supply chain processes which enables me to relate and enhance improvement with the business processes & activities.

LEADERSHIP

Capable to help and support my team towards their difficulties day to day job. Manage to find effective ways/method with other department in enhancing the business process.

REFERENCES

Wei Ling Tan

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Import Export & Shipping Management & Customs Operations Asia Pacific
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