

LIM MAY QUAN (JUNE)

Email: jujuujune@gmail.com

Mobile: 017 2214 216

LinkedIn: <https://www.linkedin.com/in/junelimmayquan/>

Over 10 years of working experience, 8 years in Global Shared Service. Solid experience in process standardization, service delivery and continuous improvement. Possess strong administrative and organizational skills with the ability to handle both internal and external stakeholders.

EMPLOYMENT HISTORY

2021 - 2023: NOVARTIS CORPORATION (MALAYSIA) SDN BHD

2015 - 2021: BT GLOBAL TECHNOLOGY (M) SDN BHD

2014 - 2015: VETA DARBY APEX SDN BHD, KUALA LUMPUR

2013 - 2014: SENI PUJAN SDN BHD, SELANGOR

2010 - 2013: FREELANCER

NOVARTIS CORPORATION (MALAYSIA) SDN BHD

MAR 2021 - DEC 2023

Procurement Buyer

Reported to local (China) category manager, support internal stakeholders on purchases process. In charge of sourcing activities under marketing category (creative agency, medical communication & market research).

Key Responsibilities

- Handled internal sourcing to contract requests, negotiated pricing according to benchmark and client's budget.
- Controlled internal spending by differentiating client's needs and wants before launching a bidding event.
- Assisted and coordinated internal client to go through bidding and contracting process to avoid compliance breach.
- Worked on pipeline, savings and spend analysis reporting. Forecasted spending trend figures as benchmark, worked closely with finance team to set realistic budget, spend and saving targets.
- Liaised with different business function such as legal and compliance to support contract activities, such as contract review and audit findings.
- Maintained vendor relationship to create mutually beneficial partnership, enhanced value, reduced cost and mitigated risk.
- Experienced with SAP ARIBA system for bidding and contract approval process.

Key Accomplishment

- Fulfilled high expectation from local management team (China, Shanghai) despite the fragmentation of operational process and fast-paced working culture.
- Reduced 0.25 FTE (Full-Time Equivalent) by understanding supplier segmentation and deep dive category needs, differentiated from original setting managed to avoid unnecessary bidding process.
- Set new bidding model with strategic sourcing practice, approved by China Procurement Manager.

BT GLOBAL TECHNOLOGY (M) SDN BHD

MAR 2015 - FEB 2021

Commercial Manager

MAY 2018 - FEB 2021

Commercial Management Delivery Professional

Supporting BT Hong Kong client - CLSA (Credit Lyonnais Securities Asia), and reporting to BT internal stakeholders in Hong Kong as part of the contract management team.

Key Responsibilities

- Managed client requests and monitor end-to-end quoting, ordering & billing processes.
- Instilled the Continuous Improvement (CI) mindset and practice the CI way on daily work.
- Handled commercially sensitive documents including internal cost and margin calculation.
- Supported acceleration of orders via Cisco quoting & ordering system.

- Reconciled network device inventory, assist in validation and improvement of data accuracy.
- Conduct inventory true up for communication, trading and management service provided to customer to identify billable revenue.
- Maintained complex commercial and billing inventory as master information.
- Assisted in contract management and fulfilment of contract obligation according MSA (Master Service Agreement).

Key Accomplishment

- Identified knowledge gaps within internal ordering and billing process and assessed alternative solution to corresponding team.
- Reduced 1 FTE (Full-Time Equivalent) within the contract team by reconciliation of work.
- Recognized by the client with high customer satisfaction score through yearly survey, positively influenced reputation and encouraged continuous contract renewal with the company.

Billing Support Manager

JUL 2016 - APR 2018

Billing Associate

MAR 2015 - JUN 2016

Reported to the Head of Billing for AMEA (Asia Pacific & Middle East Asia), fully support on billing issues and queries to said operation production.

Key Responsibilities

- Managed Billing escalation, analyzed and identified root caused, highlight and implement measures to be taken to avoid for the same error, and improved process by sharing knowledge to the billing team.
- Provided control and governance on billing reporting for more accurate reports analysis.
- Worked on account receivable issues by liaising with finance team to close the gaps.
- Monitored unbilled telecommunication service usage to avoid revenue leakages.

Key Accomplishment

- Led billing improvement projects for better accuracy on revenue recognition on products, rectified end-to-end data mapping for multiple internal billing systems oversee implementation of changes to billing requirements and establishment of a new billing entity.
- Awarded for Continuous Improvement approach in contributing to the operation delivery.
- Led on billing data Clean Up in multiple billing System, improved accuracy of revenue recognition.
- Reduced errors on billing activities by drawing the attention to focus on errors based on credit reasons collected.
- Offered to be promoted as the Head of Billing's right-hand man.

VETA DARBY APEX SDN BHD, KUALA LUMPUR

SEP 2014 - FEB 2015

PA to Director & Administrative Assistant | Reported to the director of the company, assisting in the setup of a Hong Kong Based company in KL.

Key Responsibilities

- Arranged meetings and scheduled events.
- Facilitated office supplies, IT and cleaning services.
- Managed inventory stock count and administered petty cash float and expense claims.
- Assisted license application for brand trademark & copyright and product registration.

SENI PUJAN SDN BHD, SELANGOR

MAY 2013 - AUG 2014

Sales & Admin Assistant | Reported to the Administration Manager, perform administrative duties in construction sector.

Key Responsibilities

- Performed quality check on signing of Sales & Purchase Agreement.
- Managed billing, credit and debit notes and issuance of receipts.
- Dealt with Legal Firm and Financier to follow up with agreement and loan documentation.

EDUCATION & CERTIFICATIONS

DIPLOMA IN BUSINESS STUDIES

2008 - 2010

Major in Mass Communication (Advertising) | Tunku Abdul Rahman College, Malaysia

Significant coursework: Marketing, Media Planning, Campaign Production, Commercial Design, Communication Language & Translation.

LEAN PRACTITIONER (BQF)

APR - 2017

Expires April 2020

Language: English, Chinese, Cantonese, Bahasa Melayu