

CURRICULUM VITAE

PROFILE

Self-motivated individual who can work in a round-the-clock environment and adapt to challenging situations. Has good interpersonal skills and able to communicate with people from all levels. Seek to achieve high standards in a task whether alone or in a team. Keen learner. Believes in process simplification, innovation and digitalization in overcoming problems.



PERSONAL INFORMATION

Name	:	MOHAMAD ALI BIN ABDUL HUSSAIN
IC No	:	750403-01-7193
Nationality	:	Malaysian
Date of Birth	:	3 April, 1975
Place of Birth	:	Pontian, Johor
Marital Status	:	Married
Residential Address	:	No 23, Jalan Hang Nadim 35/33A, Alam Impian, Seksyen 35, 40470 Shah Alam, Selangor D.E.
Office Address	:	Northport (Malaysia) Bhd Jalan Pelabuhan, Pelabuhan Utara, 42000 Port Klang, Selangor D.E.
Handphone No.	:	012-3287886 (Mobile)
E-mail	:	alhusni75@gmail.com
Languages	:	Malay and English (Proficient in written and spoken)

PROFESSIONAL QUALIFICATION BACKGROUND

2023	:	Human Resource Development Corporation Train-The-Trainer Certification
2022	:	Chartered Institute of Logistics & Transport Malaysia Chartered Member
2014	:	Ministry of Human Resources National Industrial Expert Directory [Business Management: FB16-00]
2010	:	Harvard Business School Senior Management Development Programme

1996 - 1999 : **University Malaysia Sabah (UMS)**
Bachelor of Science (Hons)
2nd Class Upper

CAREER HISTORY & EXPERIENCES

Joined Northport (Malaysia) Bhd in February 2013 as Senior Manager, Customer Service and currently holding the position of Head, Logistics & Freezone Services since April 2020. I report to the Senior General Manager of Commercial Division, who reports directly to the Chief Executive Officer. Prior to that, I was with Westports Malaysia Sdn Bhd for 11 years and I have also served in Pelepas Logistic Sdn Bhd, a subsidiary of Maersk Logistics at Port of Tanjung Pelepas for 1 year which gave me the initial exposure to my career development and enhancement in Container Business and Integrated Logistics Supply Chain.

Head, Logistics & Freezone Services (Northport (Malaysia) Bhd) 2020 - present

Key Tasks

- Managed container delivery from Container Yard to Warehouse Bay and vice versa.
- Managed import container inspection activities prior to delivery.
- Managed implementation of new Logistics rates and charges.
- Managed departmental process improvement and system enhancement.
- Managed departmental budget, cost and revenue optimization.
- Oversee departmental Risk and Business Continuity Plan.
- Oversee tender exercise for departmental contractor's selection.

Head, Business Strategy & Government Liaison 2016 to 2019

Key Tasks

- Managed matters related to Northport's key customers namely Wan Hai Lines (WHL), Interasia Lines (IAL) and Pacific International Lines (PIL).
- Managed the establishment of on-dock depot (inside Northport) for WHL, PIL, MOL and CMA.
- Managed the Terminal Services Agreement (TSA) for key Liner customers.
- Managed tenancy matters for Northport's warehouse tenants.
- Managed Northport's Free Zone and extended footprint matters.
- Oversee Northport Halal Warehouse certification.
- Involved with Halal Silk Route initiative to help SMEs penetrate export market to China and Japan.
- Managed government issues related to port operations through liaison with Customs and other government agencies.

Senior Manager, Customer Service 2013 to 2015

Key Tasks

- Managed Customer Service Centre and Call Centre.
- Liaise with internal department on complaint from customers.
- Meet with local key customers to obtain feedback and gauge on Northport service level.
- Involved with process improvement based on feedback from customers.
- Managed internal and external Customer Satisfaction Survey.
- Managed Inter Terminal Transfer (ITT) application and container movement from Northport to Westport and vice versa.
- Managed ITT contractors' selection and performance.

Marketing Manager / Government Liaison (Westports Malaysia Sdn Bhd) 2010 to 2012

Key Tasks

- Managed matters related to collection, connectivity, logistic, local volume and government issues for Maersk, PIL, Hapag Lloyd & CSAV
- Managed all government issues related to operations through liaison with Customs, Immigration, MAQIS, SIRIM, MTIB, Marine Dept, LPK, PKFZ, AELB, MITI, MIDA, KDN and MOT
- Managed policy matters related to Documentation Centre, Business Centre, Drayage, ODD, CFS and Rail
- Managed tenancy matters for Business Centre, CFS and ODD
- Oversee the design and implementation of 2nd Container Gate, New Inspection Centre and New ODD

Customer Service Manager 2008 to 2009

Key Tasks

- Managed Documentation Centre, Call Centre and Business Centre with 50 employees.
- Hold monthly meetings with internal department to resolve related issues.
- Hold quarterly meetings with external customers and Business Centre tenants to update initiatives and obtain feedback.
- Managed procedures and system enhancement at Documentation Centre for fast and effective container clearance through liaison with Customs, LPK & PKFZ.
- Responsible for Business Centre tenancy negotiation, customer contact point and improvement initiatives through close liaison with Legal, Finance and Technical Department.

Gate Manager 2005 to 2007

Key Tasks

- Managed Gate Section which consists of Container Gate, Drayage, ODD and Rail operations with 150 employees.
- Revamped and streamlined SOPs with clear accountability and responsibility to ensure compliance from employees and customers.
- Ensure achievement of KPIs above 90% through people, resources and system management.
- Ensure optimum revenue generated with cost conscience from services rendered.
- Hold monthly meetings with internal department to resolve issues related to Gate Section.
- Hold quarterly meetings with external customers to update and obtain feedback on Gate Section service level.

Berth Planning Executive 2004

Key Tasks

- Ensure related vessel info such as LOA, Displacement, Services, Moves, etc. are correctly updated in berthing system.
- Ensure berthing optimization to maximize berth occupancy.
- Ensure berthing contractor well informed of all berthing activities and provide feedback of happening on the ground.
- Ensure all lines are well informed of berthing arrangement.
- Liaise closely with YP, VP and Operation team to ensure well prepared for any sudden changes required.

Yard Planning Executive 2003

Key Tasks

- Ensure efficient loading and discharging of containers by early planning of container movement and anticipating possible issues.
- Reduce waiting time of PM and Hauliers by planning sufficient Yard Equipments based on area workload.

- Effective deployment of Yard Equipments through coordination with operations team and advising on redeployment of machines based on requirements.
- Ensure all related container approval are available prior vessel berthing to avoid operation delays.
- Ensure Yard housekeeping is done accordingly in support of vessel operation.
- Ensure nomination of empty containers for reposition to outside depots are done accordingly.

Shift Operations Executive

2002

Key Tasks

- Ensure sufficient Yard Equipments deployed during operations through effective use of monitoring tools.
- Ensure fast turnaround of PM in support of Vessel operations.
- Build team spirit among Yard Equipments operators through informal meetings and team building activities.

Warehouse Supervisor (Pelepas Logistic Sdn Bhd)

2000 to 2001

Key Tasks

- Ensure sufficient Manpower available for the daily operation.
- Monitor and ensure the incoming and outgoing delivery of cargoes are correctly done.
- Compile operation report upon completion of unstuffing / stuffing activities.
- Conducted weekly stock check and update Planning Section accordingly.
- Liaise with Port Operator for laden and empty container arrangement.

ACCOMPLISHMENTS

- Successfully managed to obtain Free Zone status for Northport's extended footprint warehouse.
- Successfully managed the relocation of Northport's tenants from old warehouses to new warehouses at Northport Distripark Sdn Bhd (NDSB).
- Successfully managed to implement new Logistics rates and charges at Northport.
- Successfully managed the establishment of on-dock depot at Northport for WHL, PIL, MOL and CMA.
- Successfully established Malaysia-Japan Halal Value Chain (MJHVC) initiative to support SMEs penetrating Japan market.
- Introduced and implemented CFS quota system to manage Northport's container request and delivery.
- Introduced and implemented Haulage Pre-Arrival Booking.
- Introduced and implemented e-Gate Pass initiative.
- Introduced and implemented Haulage Monitoring Screen to improved turnaround time.
- Introduced and implemented Drayage Planning and Operation System.
- Introduced and implemented DG Shed facility.
- Introduced and implemented Dedicated Fumigation Area.
- Introduced and implemented e-Inspection system for Government Agencies.
- Convinced Government Agencies such as SIRIM, Puspakom, MAQIS, and Health Department to relocate to Westports Business Center under One-Stop Initiative.
- Convinced Customs to open up Vehicle Assessment Unit at Westports Business Center.
- Convinced SIRIM, MAQIS & Immigration to amend procedures to expedite clearance process.
- Successfully getting Entree Permit from KDN for VIP customers.
- Successfully getting Tax Exemption from MIDA/MOF for port equipments.
- Successfully getting Special Approval from Port Authority for restricted Dangerous Good cargoes.
- Successfully managed Megaports Initiative implementation by US Department of Energy.

PERSONAL CHARACTERISTICS

a. **Personal Qualities:**

I am a highly motivated person, determined to achieve excellence and success in whatever task undertaken or assigned to. I am flexible, able to work under pressure and always willing to learn. I possess excellent interpersonal and communication skills.

b. **Preferred Work Style:**

Enjoy working in an organized surrounding where performance can be measured with some degree of accuracy. I would like to think that I am ambitious, yet realistic, about my chances of completing a task with success.

c. **Executive Qualities:**

Having undergone extensive management training and with 23 years of port & logistics supply chain experience; I believe I have strong leadership, managerial, critical thinking and decision-making skills with cost-consciousness that will benefit future employer.

REMUNERATION PACKAGE

Current Salary	:	RM22,000
Other Benefits		
• Year End Bonus	:	3 months (average)
• EPF - Employers Portion	:	16%
• Medical Benefits	:	RM65,000 annual coverage inclusive spouse and children
• Golf Club Membership		
Expected Salary (negotiable)	:	RM30,000
Availability	:	3 months' notice

REFERENCES

Ir. Zai B. Abas

General Manager,
Facilities, Equipment & Maintenance
Northport (Malaysia) Bhd
Tel : 012-277 5706

En. Megat Zul Azizi B. Fahimudin

General Manager,
CMA CGM Inland Services
Malaysia
Tel : 012-616 2776

En. Odham B. Neimad @ Bakar

Head,
Solutions & Vendor Management
Toll Integrated Logistics (M) Sdn Bhd
Tel : 012-362 1519

En. Muhamad Azizul B. Zahidin

Senior Manager,
Government Relations
TMK Chemical Bhd
Tel : 019-650 6438