

EMAIL: JAINAL.ISMAIL@GMAIL.COM



COVER LETTER

Dear Sir/Madam,

I am writing to enquire if you have any suitable vacancies within your organization that I could offer my area of knowledge and expertise and to be part of your team to make further success.

My name is Mohd Jainal Bin Ismail. Age 51-year-old, Malaysian citizen. A self-motivated and hardworking professional with more than 30 years' experience in Logistics, Supply Chain & Distribution, Retail Management and Business Consulting since 1993 across SEA. Returning to Malaysia under the REP (Returning Expert Program) late 2016. Present moment, attach with 1 of GLC (Government Linked Corporation) in Malaysia as a CEO.

Holding a master's degree from American University, graduated in 2002 and now still pursuing my second MBA program with University East of London (UEL), hybrid program via WIM (Women Institute Management) at Taman Tun Dr Ismail, Kuala Lumpur. The objective is to sharpen my knowledge with the new era of millennial, especially after been away from format learning space for very long time.

My area of expertise: Business Transformation, Change Management & Continuous Improvement, Strategic Planning, Business & Operations Management and Capability Building.

Based on my CV, you can see that my past experiences and current portfolio contain various exposure in that arena that gave me varies skills and the ability to work with many different types of people, business environment and type of organization, either Malaysian Incorporation, GLC and / or MNC's local and / or overseas. I belief I could fit easily into any organization that needs someone with multiple skills and exposure.

I am a conscientious person who works hard and pays attention to detail, is flexible, quick to pick up new skills and eager to learn from others. I also have lots of ideas and enthusiasm.

I have excellent references and would be delighted to discuss any possible vacancy with you at your convenience. In case you do not have any suitable openings now, I would be grateful if you would keep my CV on file for any future possibilities.

Yours sincerely,

Mohd Jainal Ismail

Mobile: +6019 - 3854465

Email: jainal.ismail@gmail.com / LinkedIn: Mohd Jainal Ismail

WRITE UP – MOHD JAINAL BIN ISMAIL (JAINALIS)

Chief Executive Officer | MBA in Logistics, Transformation and Innovation towards Digital Trends.

1. Steering FGV Transport Services Sdn. Bhd., my focus is on revolutionizing logistical and supply chain management through cutting-edge innovation and market analysis. With a robust understanding of digital trends, our team is reshaping the logistics landscape, ensuring efficient and sustainable solutions.
2. Prior experience as Vice President and Senior Vice President at Toll Group honed my competencies in organizational development and transformation, equipping me with the strategic acumen to lead FGV Transport Services towards industry excellence. We leverage collaborative efforts to drive growth and set new benchmarks in service quality.

Date of Birth: October 10th, 1972

EDUCATION

2023 – 2025	Master in Business Administration (MBA) – University of East London (UEL), WIM – Women Institute of Malaysia. Taman Tun Dr. Ismail Kuala Lumpur.
2009 - 2011	PhD in Business Administration (PhD) – Open University Malaysia (OUM), KL Hold – move career to Thailand
1999 – 2001	Master in Business Administration (MBA) – American University of Hawaii, USA, MINA Institute Damansara, Petaling Jaya Selangor.
1994 – 1996	Diploma in Business Studies – Institute of Commercial Management, UK Institute Wawasan, Klang Selangor
1990 – 1991	Sijil Tinggi Persekolahan Malaysia (STPM) – STAR Klang, Selangor
1988 – 1989	Sijil Pelajaran Malaysia (SPM) – Teknik Tuanku Jaafar Seremban N. Sembilan
1986 – 1987	Sijil Rendah Pelajaran (SRP) – Dato' Mustaffa Pasir Panjang, Sekinchan Selangor
1985 - 1986	Sekolah Menengah Jenis Kebangsaan Yoke Kuan, Sekinchan Selangor Form 1 – Form 2
1979 - 1984	Sekolah Kebangsaan Sg. Leman, Tali Air 7. Sekinchan Selangor Standard 1 – Standard 6

CAREER

2021 – Now	Chief Executive Officer (CEO) at FGV Transport Services Sdn Bhd (FGV Holdings – GLC), based in Kuala Lumpur MALAYSIA
2018 – 2021	Business Operation Consultant/ VP Malaysia at Toll Global Logistics (Australian MNC), based in Klang, MALAYSIA
2016 – 2018	General Manager at Li Fung Limited (Hong Kong MNC), based in Shah Alam. MALAYSIA
2015 – 2016	Business Transformation Consultant at Toll Global Logistics (Australian MNC), based in Bangkok, THAILAND
2013 – 2015	Senior Vice President (SVP) at Toll Global Logistics (Australian MNC), based in Bangkok, THAILAND
2011 – 2013	Vice President (VP) at Toll Global Logistics (Australian MNC), based in Bangkok, THAILAND
2006 – 2011	Managing Director (MD) at JMJ ITNA Resources Sdn Bhd, based in Shah Alam, MALAYSIA Regional Consultant at LCS Consultancy & Advisory Board to Kolej Komuniti Sabak Bernam, Selangor MALAYSIA
2004 – 2006	DC Manager at TESCO Stores (M) Sdn Bhd, based in Shah Alam MALAYSIA
2002 – 2004	Set Up Manager & Project Manager at TESCO Stores (M) Sdn Bhd, based in Mutiara Damansara MALAYSIA
2001 – 2002	Logistics Consultant at Logistics Consulting Asia (LCA) for PT Dos Ni Roha, Jakarta INDONESIA
2000 – 2001	ADC Manager at Giant Dairy Farm International (Hong Kong MNC), based in Shah Alam, MALAYSIA
1997 – 2000	Senior Executive at Mayne Nickless Logistics (Australian MNC), based in Shah Alam, MALAYSIA
1993 – 1997	Coordinator Operation at Port Klang Distribution Park (PEREMBA Group) based in Port Klang MALAYSIA
1992	Temporary Teacher at Sek. Men Yoke Kuan Sekinchan Selangor MALAYSIA

PROFILE – MOHD JAINAL BIN ISMAIL (JAINALIS)

Background:

A self-motivated and hardworking professional with more than 30 years' experience in Logistics, Supply Chain & Distribution, Retail Management and Business Consulting since 1993 across SEA. Returning to Malaysia under the REP (Returning Expert Program) late 2016. Present moment, attach with 1 of GLC (Government Linked Corporation) in Malaysia as a CEO.

Attributes:

Hard working, open minded, customer oriented, pays attention to detail, flexible, quick to pick up new skills and eager to learn from others.

Skills & Expertise:

- Senior Leadership - Strategic Planning & Management (Top Management)
- Corporate and Business Management
- Business Transformation / Change Management including Continuous Improvement
- Operations Management and Development including – design solution & analytical
- Capability Building & Development

Industry related:

Logistics - Supply Chain & Distribution, Retail Management and Auto/Parts) and Business Management & Consulting (FMCG, Consumer, FWA, Retail, Industrial, Chemical)

Personal Information:

- Married with 4-childrens (25, 23, 15 and 13)
- International Driving License.
- Date of birth: Oct 10th, 1972, Age: 51
- Home Address:
J Residence, Lot 46485. Persiaran Teratai 2A, Kg Sg Ramal Dalam, 43000 Kajang, Selangor.
DARUL EHSAN. MALAYSIA

Training, OJT and Professional Certificate

- Fire Fighting, 1999
- First Aid at Work, 1999
- Counterbalance and Reach FLT driver from TCIM (1993 and 1998)
- OJT on Retail/ Distribution with Tesco Thailand, 2002 – 2004
- Understanding on New DC Development Project Management with Dan Culverhouse, Tesco UK Project Manager in Tesco Homeplus DC, Seoul Korea, 2004
- Workshop on TOM (Tesco Operating Model) with Distribution Team all country in Seoul, Korea, 2005
- Tesco Manager Academy Program by HR Department in Kuala Lumpur, 2004/ 2005
- Tesco Leadership Training by SC Director in Kuala Lumpur, 2006
- Group Safety to Toll Senior Leadership in Bangkok, 2013

- Leadership Course by Toll Asia in Singapore, 2013
- Aussie OJT on Customize Solution, Multi Modal and Auto Division in Melbourne & Sydney, 2013
- Understanding the Commercial & FNA functionality through the OJT by dotted report to CFO, 2013/2014
- CI Training by Toll Regional Team @ Bangkok, Thailand from 2nd to 4th Mar 2016
- Safety Training at TOLL Malaysia, 2019
- TTT (Train the Trainer) Certificate, by AIM, Access Ideas (M) Sdn Bhd, 2019
- CMLIT – The Chartered Institute of Logistics & Transport Malaysia - 2023

NOTABLE ACHIEVEMENTS

Notable achievements covering prefer both operations and business development (Logistics Supply Chain & Distribution, Warehousing and Supply Chain):

a) 1997 to 2000 with Mayne Logistics (Australia MNC), expose to 3PL & Contract Logistics functionality.

- Successful in setting the new CDC (central distribution center) located at Seksyen 33 Shah Alam (Multi-User Facility, 220K Sqft) running with full flash system environment with RF/wms for Multi-User customers (Unilever, SC Johnson, Kellogg's and Philips).
- Total contract value at MYR 33mil per annum revenue under an Open Book and ABC (Activity Based Costing) model.

b) 2001 to 2002 with PT Dos Ni Roha, Indonesia, expose to Project Management & Business Analyst.

- Successful in re-aligning the project scope, deliverables and meeting the new Go Live date (new site of operation, system functions and transport modelling)

c) 2002 to 2006 with Tesco Stores (UK MNC), expose to modern retail and both fresh & ambient DC.

- Taking over the DC from TNT Logistics (3PL) and migrate to the new DC at L&R facility. Received value award from Tesco Plc Chairman for the seamless cutover.
- Capability Building – develop local talent to align with Tesco growing plan (Section Manager to General Manager).

d) 2011 to 2016 with Toll Group, Thailand (Melbourne MNC) – senior roles (VP and SVP).

- Successful in setting up Tesco Lotus RDC across the region (Ambient & Fresh DC) - Chiang Mai, Lampoon, Surat Thani and Khon Kaen. Total of 250K Sqft across TH. Commercial arrangement are under an Open Book model of MYR 25 mil per annum revenue for 5-years contract.
- Taking over Toll Auto Division and merge into Toll Global Division with additional revenue of MYR 25 mil per annum. Commercial deal based on Fixed and Variable.
- Contract renewal for Tesco (last for 5-years), Big C another 3 years (after 5 years), John Deere, for another 5 years (after 5 years), Toyota for another 4+1 years (after 12 years), Akzo Nobel for another 3 years (after 10 years).
- New business of Linde Cross border (TH-MY), worth of MYR 4mil per annum for 2+1 year. Tesco Primary Transport (Chiang Mai and Central), worth of MYR 10 mil per year.
- Capability Building – promote 2 local team to step up to the VP roles

e) 2016 to 2018 with Li Fung Limited (Hong Kong MNC) – senior role as a GM.

- Taking over the previous VP to lead most of the operation entire Peninsular (1.5mil Sqft) with more than 1,000 employees with worth of MYR100 mil revenue per annum.
- Key customers – Nike, Adidas, Mondelez Cadbury, 7-Eleven, FNCC, BBraun, Timberland, DSG and ToyRus. Renewal business/ contract extension ie Mondelez (MYR 33 mil per annum), Nike (MYR 25 mil per annum), Adidas (MYR 15 mil per year), BBraun (MYR 8 mil per year), DSG (MYR 5 mil per year).
- Winning the new business - JD Sport (MYR 5 mil per year), Levis (MYR 4 mil per year),

f) 2018 to 2021 with Toll Group MY (Japan MNC) – senior role as a Business Operation Consultant / Vice President (VP)

- Caretaker until the new MD or Country Head on-board. Continue as the Business Operation Consultant cum Country Vice President.
- 1st 6 month is to streamline the entire business operationally and to have proper SLA (customer ie PVH, Imperial and Coty).
- Continue with inorganic approaches. Resulted with another growth for Industrial Division with additional revenue of MYR 5mil per annum for NS BlueScope and MYR 9 mil per annum for Linde.
- New secured business in late 2020, Lovisa for MYR 1.5mil per annum

g) 2021 to now with FGV Transport Services Sdn Bhd (FGV Holdings subsidiary, GLC) – senior role as a CEO.

- Further expanding and strengthening the internal business (within the Group) and external segment by consolidating small businesses into 2 ventures: Internal and External.
- Internal Ventures (IV), focus on Core Businesses covering Inland Transportation (tanker, cargo, tipper, curtain sider), Freight Forwarding, Haulage, Depot Management across Malaysia and MTO Multi-modal Transport Operator).
- External Ventures (EV), focus on Supply Chain covering 3PL/ Contract Logistics, Hub & Spokes across Malaysia, Cold Chain & Courier and International Baggage Handling for Umrah & Haj at Safwa, Mecca.
- Fleet refreshment program – ageing fleet replacement
- Expanding business sector i.e Oil & Gas, FMCG (Coca Cola), parts and other commodities (Bernas)
- Establish the new businesses – RORO FFB Fleet, Haulage & Slide Loader (Johore and Port Klang) and International Baggage Handling (Safwa, Mecca) and Hub & Spokes (upgrading traditional courier)
- FY2022, PNL – hit both Top Line (Revenue BGT RM275mil vs ACT RM311mil) and Bottomline (PBT, BGT RM17mil vs ACT RM17.4mil)
- FY2023, PNL – maintaining with profitability of RM6.8mil despite low volume from internal volume (FGV) by expanding our services to support external market (Coca Cola, BERNAS, PCML – Petronas), new business of Haulage, RORO FFB and International Courier – Safwa Mecca on Baggage Handling for Umrah & Haj pilgrims (Malaysia and other countries).
- FY2024, YTD June 2024, PNL as below for reference:

(RM 'mil)	Q1 Actual	Q2 Actual	Q3 Forecast	Q4 Forecast	Total Forecast	Total Budget	Var (%)	Total Last Year	Var (%)
Revenue	63.81	78.1	75.12	80.62	297.65	331.43	-10	272.3	9
EBITDA	7.79	9.98	9.91	9.81	37.49	42.56	-12	27.29	37
EBIT	2.22	4.3	3.42	3.32	13.26	16.58	-20	6.95	91
PBT	2.12	4.05	3.29	3.19	12.65	16.09	-21	6.82	85
PBT Margin	3%	5%	4%	4%	4%	5%		3%	

- Investing in new technology i.e. warehouse management system (WMS), Haulage Management System (HMS), Freight Management System (FMS) and TMS (Transport Management System under ILDS & CDMS). Continue to explore the Control Tower Planning and the Routing Tools to enhance the TMS solutions.
- Introduce STOP4SAFETY, awareness and Safety KPI – reduce risk of accident and improve life balance.

- Established the BD Commercial Department – Solution Design and Pricing for tenders and RFQ, also new solution offering of all the Business Unit in FGV Transport (Inland, MTO/IFF and Supply Chain) with new assets i.e. curtain sider, haulier & side lifter and RORO trucks and technologies ie WMS, TMS, FFMS, HMS, open yard and 4PL via ProLLMS.
- Established the ESG, Transformation & Digitalization unit – transforming manual to IT/ digital and driving innovation/ initiatives programs and all the initiatives and control regarding the ESG – people, standards, policies and procedures.
- Established the Central Safety, each Division (IV & EV) have it own Safety Lead/ team to drive all the Safety Initiatives and to ensure each business division compliance.
- Active in ESG compliances ie Euro 5 fleet purchases (to date: 139 units), green retreat tyres testing, water harvester at all depots)
- Region Development Program: by offering the full package of our Logistics Solutions (IV and EV)
- Succeeded in developing the capacity of local leaders (bench strength) to take on higher roles by creating a platform for young talent in all areas within FGV Transport i.e COO, General Managers, Senior Managers and Managers.
- Big Ticket Summary for BP 27 (2025 – 2027):
 - a) Project Transformer – Renovation Seksyen 15 Shah Alam to strengthen its future 3PLs capabilities: 3PL, MTO, Central Courier and Warehousing.
 - b) International Courier – Haj & Umrah, expansion to Indonesia (FY2025).
 - c) FTS Logistics Park – located in Malacca collaborate with Yayasan Malacca, to support German Technology Park, Weststar Aero Hub, Melaka – Sumatera Bridge and Malacca Strait Development Plan.
 - d) EV Truck – working with FELDA and ABRA International. Target to use it by using lease model for Shunting DOP FG to CDC, Pasir Gudang and Central 3PL/ Courier.
 - e) B100 – Biodiesel, via FGV Biotech and MAN truck for Kuantan Depot (2 trucks)
 - f) Road to ½ and 1 Billion – through JV and MNA. Targeted – O&G space, MTO and
 - g) Digitalized AI across FTS Operation & Finance – started with 3PL (WMS & TMS), Route Planning & Optimization, Key Dashboard and O&G

EMPLOYMENT HISTORY

Apr 2021 – NOW: Chief Executive Officer (CEO) MALAYSIA Reporting to Group Divisional Director, LSD Division (Logistics & Support Division)

FGV Transport Services Sdn Bhd (FGV Holdings, GLC – Malaysia)

- CEO to FGV Transport Services Sdn Bhd, formerly known as Felda Transport or ANGKUT Felda.
- Leading 652 permanent and 252 Enterprise Drivers, total exceeding 900 employees.
- Responsible to manage total 617 owned fleets, 5 depots, 9 hubs & spokes, 3 DC's all across Malaysia and new site office at Safwa, Mecca to meet > RM300mil Revenue with 5%-7% PBT.
- Ensure the policies and corporate governance always complied across the businesses (GLCs and BURSA requirements).
- Develop local talent with new technologies across the business.
- Sustainability towards ESG and business continuity.
- Key clients – Felda Group, FGV Group, MSM, BERNAS, MARDEC, RISDA, Synergy Perdana, FELCRA, DENSO, MAN, VOLVO, Modenas, Coca Cola, NEC, Petronas, MINDEF, TNB, MRT, CCRC, SIEMENS, KDN, La Pasar etc.
- Key Roles:
 - BU – Business Unit Lead
 - Business Strategy and LTP
 - Leading Country Business Development & Solution Design for a new bid and inorganic growth
 - Enrollment Contract and Business Renewal
 - Leading Project Management
 - Operation Management & Operation Development including the Capabilities Development
- Achievement to-date:
 - Fleet refreshment program – ageing fleet replacement
 - Expanding business sector i.e Oil & Gas, FMCG (Coca Cola), parts and other commodities (Bernas)
 - Establish the new businesses – RORO FFB Fleet, Haulage & Slide Loader (Johore and Port Klang) and International Baggage Handling (Safwa, Mecca) and Hub & Spokes (upgrading traditional courier)
 - FY2023, PNL – maintaining with profitability of RM6.8mil despite low volume from internal volume (FGV) by expanding our services to support external market (Coca Cola, BERNAS, PCML – Petronas), new business of Haulage, RORO FFB and International Courier – Safwa Mecca on Baggage Handling for Umra' & Haj pilgrims (Malaysia and other countries).
 - Investing in new technology i.e. warehouse management system (WMS), Haulage Management System (HMS), Freight Management System (FMS) and TMS (Transport

Management System under ILDS & CDMS). Continue to explore the Control Tower Planning and the Routing Tools to enhance the TMS solutions.

- Introduced STOP4SAFETY, awareness and Safety KPI – reduce risk of accident and improve life balance.
- Established the BD Commercial Department – Solution Design and Pricing for tender and quotation, also new solution offering of all the Business Unit in FGV Transport (Inland, MTO/IFF and Supply Chain).
- Established the ESG, Transformation & Digitalization unit – transforming manual to IT/digital and driving innovation/ initiatives programs and all the initiatives and control regarding the ESG – people, standards, policies and procedures.
- Established the Central Safety, each Division (IV & EV) have it own Safety Lead/ team to drive all the Safety Initiatives and to ensure each business division compliance.
- Active in ESG compliances ie Euro 5 fleet purchases (to date: 139 units), green retreat tyres testing, water harvester at all depots)
- Region Development Program: by offering the full package of our Logistics Solutions (IV and EV)
- Succeeded in developing the capacity of local leaders to take on higher roles by creating a platform for young talent in all areas within FGV Transport.

Dec 2018 – Mar 2021: *Business Operation Consultant / Vice President (VP) MALAYSIA Reporting to Malaysia Country Head and Regional General Manager, SEA*

Toll Group (Malaysia Business)

- Toll is the 3rd party logistics provider, with headquarters in Tokyo, JAPAN (JAPAN POST).
- Initial were hired to be the Caretaker for Toll Malaysia Operations in the area of:
 - Retail/ FMCG and Consumer
 - Industrial
 - Project Management and
 - CI – Continuous Improvement & Productivity
- Key clients – NS BlueScope, LINDE, LEGO, PVH, Ralph Laurent, Imperial (H&M), Coty, Akzo, Tronox and Cotton On
- Key Roles:
 - BU – Business Unit Lead
 - Business Strategy and LTP
 - Leading Country Business Development & Solution Design for a new bid and inorganic growth
 - Enrollment Contract and Business Renewal
 - Leading Project Management
 - Operation Management & Operation Development including the Capabilities Development
- Achievement:
 - Enrolled an extension of NS BlueScope extension for another 5 years' worth of MYR 72mil

- Renewed multi boutique retail for Toll NDC in Telok Gong – PVH and Imperial/ H&M
- Secured inorganic with NS BlueScope (new site in Klangt) for 4 years, worth additional MYR 24mil
- Refreshed 6 x Actos Mercedes - Toll New Fleet for NS BlueScope Kapar
- Secured LINDE PGP Gas whole Peninsular with 60+ fleets worth for 3 years, of MYR 36mil
- Capability Building – local talents to step up as a General Manager, National Manager, Key Account Manager and so on.

Oct 2016 – Jul 2018: *General Manager, Reporting to SVP Head of Malaysia and SVP Singapore*

Li & Fung Limited (Malaysia)

- LFL is the 3rd party logistics providers, with headquarters in Hong Kong.
- Leading the operation division for cross vertical cluster of:
 - Retail FMCG and Consumer
 - FWA – Footwear and Apparel
 - Medicare and Healthcare
 - Operation Excellence (Ops Development and Continuous Improvement)
- Key clients – 7 Eleven, Mondelez & Cadbury, F&N, Amoi Canning, Toy R Us, Nike, Mandom, Adidas, VF (Timberland and Vans), B Braun, FMC, iDSMed, DSG (Diapers), and JD Sports.
- Responsible for 'just in time' operation of high-volume packing and distribution business operating 24 hours' weekdays and weekends, including Public Holiday.
- Accountable for all KPI, PNL and SLA targets including measurement and reporting direct to customer.
- Planned all operations in line with optimum efficiency requirements as specified by the customer including controlling stock levels to support sales targets and forecasts
- Solution provided:
 - Warehousing functionality includes X-dock, flow through, VAS, return center and normal inventory management. Full flash with WMS and IMC management including e-commerce
 - Transport solution – primary shuttle, line haul, secondary distribution and reverse logistics. Full flash with TMS, Routing tools and load management system.
 - CI/ OE and Ops Development – project management, in-house CI, Ops Dev initiatives and project team (local and regional support).
 - Network solution across the region through multi-site location – north and southcentral and sub-central either on resources, asset and partners.
- Statistical information:
 - Direct employees – 1,000 employees including agency labour, with 10 direct reports (Sr Ops Manager, Account/ Operation Manager and Operation Excellence Manager).
 - Warehouse space across all contracts – Total: appx.1.5 mil SqFt (under my responsibility)

- KDC, KESAS SHAH ALAM – 560K SqFT (Shah Alam) – Ambient Bonded & Non-Bonded, Chilled and Air Cond
- DC2, SEKSYEN 25 SHAH ALAM – 200K SqFT (Shah Alam) - Ambient
- DSG, Sijangkang Klang – 180K SqFT (Klang) - Ambient
- Johore Bahru – 200K SqFT (Johore in plant and external) - Ambient
- Prai Pulau Pinang – 200K SqFT (Penang in plant and external) - Ambient
- Bukit Raja Klang – 100K SqFT (Klang) –Chilled and Air Cond for 7E Cross dock Frozen & Dairy
- Fleet Capacity:
 - 100# Sub-contractor with multiple type of fleet ranges for more than 300 loads daily
- Turn over FY17 @ RM 100 Mill/ year
- Achievements:
 - Mar 2017: Stabilized KDC Operations (consists of multiple operations) after Feb (foreign labor issues)
 - Feb 2017: CNY ramp up – all accounts by Impact Planner Techniques
 - Feb 2017: Successfully new on-boarding of iDSMed and JD Sports and Go -Live meeting deadline
 - Mar 2017: Stabilized adidas operation in meeting the new contractual KPI (gateway)
 - May 2017: Renewal contract for Mondelez/Cadbury and BBraun
 - July 2017: Lead 7E Business Operation - Stabilized 7Eleven operation after Immigration Raid and face up Raya Ramp Up Successfully
 - Feb 2018: CNY Ramp Up and migration in May 2018
 - May 2018: 7E migration

Apr 2016 – Sep 2016: *Business Transformation Consultant*

Dec 2014 - Mar 2016: *Senior Vice President (Operation)*

Oct 2011 - Nov 2014: *Vice President Operation (Retail & FMCG)*

Reporting to Country Manager of Toll Global Logistics Thailand and Regional Manager, Sub Mekong and Indonesia.

Toll Global Logistics (Thailand)

- Toll is the 3rd party logistics provider, with headquarters in Melbourne, Australia.
- Leading the Operation division for TGL Thailand covering the following division:
 - Retail/ FMCG and Consumer
 - Industrial & Chemical
 - Automotive & Parts
- Key clients – Tesco Lotus, Big C, Akzo, Map Active, Givaduan, Star 360, GE Lighting, TBAS/ TBA, John Deere Tractor, Bendix/ FMP, Maxus and Vision Technologies.
- Oversaw successful transition from project to live operation ie Tesco RDC Northern (Chiang Mai, Lampoon and Saraphi) Tesco RDC Southern (Surat Thani), Tesco RDC

Eastern (Khon Kaen) and Tesco RDC Central (Bangkadi), Tesco Primary North and Central, refit retail km 21 and KKS.

- Responsible for 'just in time' operation of high-volume packing and distribution business operating 24 hours weekdays and weekends, including Public Holiday.
- Accountable for all KPI, PNL and SLA targets including measurement and reporting direct to customer.
- Planned all operations in line with optimum efficiency requirements as specified by the customer including controlling stock levels to support sales targets and forecasts
- Solution provided:
 - Warehousing functionality includes X-dock, flow through, VAS, return center and normal inventory management. Full flash with WMS and IMC management.
 - Transport solution – primary shuttle, line haul, secondary distribution and reverse logistics. Full flash with TMS, Routing tools and load management system.
 - CI and Ops Development – project management, in-house CI, Ops Dev initiatives and project team (local and regional support).
 - Network solution across the region through multi-site location – north, south, northeast, central and sub-central either on resources, asset and partners.
 - Customs clearance, transfer parts & tractors, implement deliveries and normal deliveries of Auto businesses.
- Statistical information:
 - Direct employees - 334 employees including 17 owned drivers, with 4 direct reports (Business Manager (Auto), Sr Ops Manager, Account/ Operation Manager and Program/ Ops Development Manager).
 - Warehouse space across all contracts – Total: 369K SqFt
 - Tesco RDC – 50K SqFt (South), North RDC (57K SqFt), Northeastern RDC (42K SqFt) and Fresh Chiang Mai (50K SqFt)
 - Multiuser Bangkok – 70K SqFt (3 sites – Bangna Trad, KKS and Autologs for Map Active)
 - Toll Auto Bangkok – 100K Sqft (Bang Bo)
 - Fleet Capacity:
 - Big C – owned 6 x 45 Fr HQ o Tesco RDC – used to run owned 6 x 20Ft plus 30 mixed sizes from subbies for North hub and Central + 40 x 20Ft through logistics partners (Linfox for Southern & North Eastern RDC)
 - Retail operation – 50 x mixed 4w, 6w and 10w via logistics partners or subbies for Map Active, GVD, GE, TBAS and Akzo
 - Toll Auto – 50 x mixed 4w, 6w, 10w and trailers
- Turn over FY16 @ THB 500 Mil/ year
- Dec 1st, 2014, promoted to Senior Vice President.
- Toll Auto Division – Tractors and Parts, warehousing and transportation solution
- Leading the Program Management via Continuous Improvement and Operation Development
- Supporting Regional Audit Team – focus area: Operation and Ops Development/ CI initiatives across SEA

- April 2016 – Business Transformation Consultant via CI and OD methodologies/ tools – prior return to Malaysia under REP.

Oct 2006 to Sept 2011: *Managing Director and Regional Consultant, Reporting to the Executive Chairman*

JMJ ITNA Resources Sdn Bhd / LCS Consultancy

- JMJ incorporated and registered in Malaysia in the year 2006.
- JMJ is involved in construction, trading, services and Logistics consultancy services.
- Registered with Ministry of Finance and other related bodies – PKK, CIDB, HRDF/ PSMB.
- Late 2012, JMJ been SOLD and LCS been terminated (subsidiary) after joined Toll Logistics Thailand.
- **MD Duties:**
 - To lead the entire business end-to- end from the newly set up, commercial, business development, finance & accounting, marketing, negotiation, project development/ implementation, appointment of JV partner's, sub-contractors' performance, contractual documentation, tender and bidding, tax/ revenue department, company secretary and auditors and dealing with related government bodies & agencies.
 - Key project: New build Pejabat Perhilitan Sg. Besar 2009 (RM 2.9mil), Cleaning & Housekeeping BSN Selangor 2008-2012 (RM 1.7mil), Renovation BSN Telok Intan 2008 (RM 345K), Signboard BSN entire Malaysia 2008-09 (RM 1.2mil), Supplied Kolej Komuniti Sabak Bernam 2007 – 2009 (RM 200K).
- **Regional Consultant:**
 - Responsible to lead the Operation Development Consulting activities to any organization that require LCS services i.e. Refit and Reengineering their operation, streamlining the operation with the initiatives plan related to the Supply Chain/ Distribution activities i.e. WMS roll out, Cut Over, build the new DC and Resizing the operations.
 - LCS is a subsidiary of JMJ. Registered with PSMB/ HRDF and JV with UniKL to offer the training related programs i.e. MHE Handling, Project Management, Business Process Review, Inventory Management and Operations Development.
 - Key customers: L&R Trading and Transport for Chevron contract, Gabungan APS Holdings, Mydin Mohammed, iDS Logistics, FAMA Malaysia, West Port Distripark and RSSB Sdn Bhd.
 - Achievement - LCS:
 - 2006/2007: Refit L&R Warehouse by implementing the new inventory management system (MS Access) and route planning. Results - improve stock availability and delivery performance.
 - 2007: Introduced and installed the tracker for fleet planning, cost management to Gabungan APS Holding.
 - 2008/2009: Aligned Distribution network incl. new wms/ ERP to Mydin. Including refit, cutover (migration/ closing whse) and set up the new NDC.

- 2009/2010: Successfully implemented and integrated the Infor (Trident) vs SAP between iDS logistics and Unilever
- 2010/2011: remapped Fama distribution workflow, storage zoning and system integration at Selayang
- 2011: Training of MHE Handling, Warehousing Distribution functionality to West Port Distripark
- 2011: PMC to RSSB in setting up My Agro Hypermart at MAEPS Bangi Selangor.

2004 – 2006: *DC Manager*

2003 – 2004: *Project Manager/ Set Up Manager*

2002: *Distribution Support Manager*

Reporting to Head of Distribution/ Supply Chain, IT Distribution Director

Tesco Stores (Malaysia) Sdn Bhd

- 1 of the largest Retail Operations in the world selling groceries, hard lines, apparels and fresh foods item.
- Joined as the Distribution Support Manager report to Retail Director.
- Key activities: to streamline the store back-room operations with sales floor and between stores back office with temporary DC (SBG DC).
- At the end of 2002, new roles as the Operation Set Up Manager.
- Roles:
 - Setting up the new store opening specialized backroom & back-office operations. Direct involvement for 3 new store opening – Malacca, Klang and Damansara (Flagship Store and HQ)
 - Driving operations initiatives from Corporate (Supply Chain, Commercial, LP&S and Retail) - goods transfer between temporary DC's, inter store transfer, promotion plan, reverse logistics (RTV, recall etc) and strengthen the Loss Prevention & Security at store (Head of RAT – Rapid Action Team).
- Mid of 2003, seconded to Supply Chain division report to Supply Chain & Distribution Director as the Supply Chain Project Manager.
- Roles:
 - To lead and to implement the Store Backroom Project/ Initiatives of all stores and
 - To take over Tesco DC operations from TNT Logistics, in the year 2004.
- End 2004, promoted to be the DC Manager for Tesco Malaysia under the rented facilities in Seksyen 26 Shah Alam. Selangor (81K SQM, Dry or Ambient DC).
- Responsible for:
 - Just-in-time' operation of the high-volume packing and distribution business operating 24 hours weekdays and weekends, including Public Holiday.
 - Owned PNL and Budget, Operations KPI, Driving Sales Initiatives, Operations & MTL Audit, International Audit (UK), LP&S Audit, Manager's PDP and Staff Viewpoints. Benchmarks and Cross Reference with other DC (Asia, Europe and UK) wrt DC Capabilities & Performance target.

- Q4 2005, migrate to the new facility (L&R warehouse) at Section 33 Shah Alam, Selangor (178K SQM, Dry DC with 150 staff, excluding 12 managers direct report. Servicing 18 hyper/ super stores nationwide with appx. 2,000 SKU's from more than 200 vendors (super brands and SME's) with an average of 50K cases shipped a day (Cross dock and DC Item).
- Early 2006, involves setting up Tesco Fresh DC. Facilitating Fresh Operation Team working in CCN Balakong Cheras Kuala Lumpur under the Flow Through format.
- Achievement:
 - 2002: refit 1st store (Puchong) by realigning the processes between retail-commercial-supply chain-logistics, re-layout & zoning storage (the backroom) using Tesco Lotus TH as the reference.
 - 2002/2003: new role as the Operation Set Up Manager, directly involved in setting up and running the new store – Malacca, Klang and Damansara incl. head office.
 - 2003/2004: insource the logistics arms for Tesco MY from 3PL (TNT Logistics).
 - 2004: cutover, transfer and set up the new DC (bigger facility from the old premises). Received value award from Tesco Plc Chairman for the seamless cutover.
 - 2006: Bring home the budget earlier than the target (Feb vs Dec) by rolling more vendors, cost control with maintaining high service level to the stores – driving SALES!
 - 2006: Up and running Fresh DC via CCN – Flow Thru Temp. DC
 - 2006: Up skill the local resources (Section Manager and above) via PDP to take up the higher roles.

Nov 2001 to July 2002: *Logistics Consultant, Reporting to the CEO / Project Director*

Logistics Consulting Asia (LCA).

- Based in Jakarta, Indonesia for PT Dos Ni Roha
- LCA is the Supply Chain/ Logistics Consulting in Asia, home office in Kuala Lumpur Malaysia.
- PT Dos Ni Roha is one of the largest distribution companies in Indonesia with 38 branches (that time) nationwide including all the island i.e Java, Sulawesi, Sumatera, Kalimantan, Bali and other islands.
- Roles - the Logistics Consultant to PT Dos Ni Roha (corporate) and to facilitate the VP Operations and the DC Head in terms of the SC-Logistics Development:
 - New facility set up in Cakung, near Tanjung Priok Indonesia,
 - New WMS Installation (JDA), New SOP/ Business Process Review and Development - mapped with JDA functionalities (distribution system)
 - Enhancing the DC Operations i.e. structural, JD, KPI & Management Reporting, Fleet Management and Inter-Dept. functionality.
 - Streamlining functionality between department/ business unit: Business Development - MIS – Inventory – DC - Branches
- Responsibility:
 - Managing the entire Project Management (DNR DC)
 - Ensure the DC fully ready for the new system/ application Go Live in terms of the Business/ operations process, people readiness, facilities readiness, inventory layout

& set up, fleet management & outsource, operation capabilities and KPI measurement (with Tool Kit).

- Achievement:
 - Successful in re-aligning the project scope and deliverables prior Go Live.
 - Project successfully Go Live and handed over to the local management in July 2002.
 - Capability building to the local team (Indonesian)
 - Handover the project in seamless – according to the target plan

Sept 2000 to Nov 2001: *ADC Manager, Reporting to Merchandising Director (Acting CEO)*

Giant Dairy Farm International (DFI)

- Giant is one of the biggest retailers in Malaysia selling the groceries, hard lines, apparels and fresh foods item.
- Responsibility for the 1st 3 months:
 - Readiness of the new facility in Stadium Shah Alam (80K SQM)
 - Migration / Cut Over from old facility in Subang (40K SQM),
 - Business Process Review & Development,
 - Capabilities building, o Feet review,
 - Inventory Management and WMS development,
 - Reverse logistics and DC Project PNL/ Budget.
- During my tenure, Giant has been bought over by Dairy Farm International.
- The Giant Cash & Carry, locally known, have been upgraded to the international standard with new corporate goals, missions and visions.
- Several in-house development being carried out especially to change the working attitudes to the local team, operating and system processes, magnitude towards urgencies, understanding on KPI/SLA, DC PNL, Fleet Management and people development programs.
- Reviewing fleet performance vs outsource providers and streamlining with DC Planning & Development Team.
- Responsible for 'just in time' operation of high-volume packing and distribution business operating 18 hours, 6 day/week (with an option to open on Sunday and Public Holiday – upon request).
- Accountable for all KPI, PNL and driving sales targets including measurement and reporting Board Director.
- Achievement:
 - Successful in setting the new facility in Shah Alam, Seksyen 13 Tadisma
 - Changing the working culture from family type of business (Teng Family) into corporate environment (DFI).
 - New DC with modern operating model - pallet label, location tracker, putaway-storage-picking by location, picking-dispatch by load/ batch, transport management tracker, weekly KPI, operation KPI by activity/ section, productivity measurement, PNL management and vendor management.

1998 - 1999: *Sr. Executive - Operations*

1998: *PM Shift Sr Executive*

1997 – 1998: *Supervisor Operations Reporting to DC Manager*

Mayne Logistics Asia (Mayne Nickless Logistics)

- Australian logistics provider (3PL – Third Party Logistics Provider)
- Joined as the Supervisor Operation, reporting to DC Manager. Leading the SC Johnson contract located in Seksyen 27 Shah Alam, Selangor (20K SQM Dry DC).
- Q2, 1998, promoted to Executive Operations and move to the new facility (owned) in Seksyen 33 Shah Alam (220K SQM, with appx. 30K pallet position).
- August 1998, promoted to PM Shift Senior Executive to lead the Back-Shift Operations for appx. 10 months.
- June 1999, promoted to Senior Executive Operations to lead the entire Contract Logistics (CDC Shah Alam) - Unilever, Kellogg's Marketing, SC Johnson and Phillip's Operations (Warehouse, Inventory, Outbound and Transportation)
- Responsible for 'just in time' operation of high-volume packing and distribution business operating 24 hours weekdays and weekends, including Public Holiday.
- Accountable for KPI and SLA targets – each customer.
- Achievement:
 - Successful in setting up the new CDC (central distribution center) located at Seksyen 33 Shah Alam (Multi-User Facility) running with full flash system environment with RF/ wms.
 - Fully takeover of Unilever - Logistics Distribution (within 18-months) from running in-house to 3rd Party Logistics provider (stage by stage) - Export & East Malaysia until Nationwide Distribution Network.
 - Streamlining delivery network via route & load management between Depot, Redistribution Stockiest and Key Account (KA) customers.

1997: *Sr. Supervisor / Ops. Coordinator*

1995 - 1996: *Asst. Supervisor / Supervisor*

1994 - 1995: *Group Leader*

1993 – 1994: *MHA – Material Handling Assistant*

Reporting to WDC Manager

Port Klang Distribution Park Sdn Bhd (PKDP)

- PKDP is a Subsidiary of PEREMBA Malaysia, joint venture with Port Klang Authority (PKA), located in North Port, Port Klang Selangor. New Distribution Park under the FCZ operations that consist of 3 large distribution centre (DC's) range 100K – 150K SQM each, including the shuttling services between PKDP - KCT – KPM (vice versa), open yard and the container yard storage.
- Joined as the MHA – Material Handling Assistant, FL Driver cum Operation Clerk.
- 1994 – Promoted to be a Group Leader Operation.

- Mid 1994 – transferred to Maintenance Department as Maintenance Assistant (desk job - further study in Diploma program (ICM – UK), leading the Mechanical Division - to manage all the company vehicle and MHE's (FL, Laden Stacker, Empty Stacker, SK) including managing vendors, R&M plan, Preventive Maintenance Program etc.
- Late 1995 – promoted to Assistant MHS (Material Handling Supervisor) then take on Supervisor Operations role in mid-1996.
- Early 1997 – promoted to Senior Supervisor/ Operations Coordinator to manage the entire operations that consist of 3 DC's, Haulage/ Shuttle Department, Open Yard, Container Yard and Operations Admin Unit reporting to WDC Manager.
- Responsible for 'just in time' operation of high-volume packing and distribution business operating 24 hours weekdays and weekends, including Public Holiday.
- Accountable for all KPI and SLA targets including measurement and reporting direct to customer.
- Responsible for PNL and Budget for WDC Operation and Driving Cost Saving initiatives.
- Achievement:
 - Gateway to 'logistics world' and continuously grow with rank and file.
 - Joined newly setup organization under the FCZ facility with multi-type of operations (warehousing, VAS operation, yard management, hauling containers from KPM/ KCT – PKDP vice versa) and container freight services (CFS operation – import, export, transshipment).
 - Complete my Diploma program (twin program between Institute Wawasan Klang with ICM, UK)

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REMUNERATION / PACKAGE / EXPECTATION AND REFERENCES

- **Current Role** as a CEO to FGV Transport Services Sdn Bhd (FGV Holdings)
 - Upon request
- **Expectations:** Negotiable
- **Availability:** 3-months' notice
- **References:**
 - 1. Mr. Graham Edward Spillane**
Formerly the Country General Manager of Toll Global Logistics Thailand and Regional Manager, Sub Mekong and Indonesia.
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