RESUME Alan Chan Zhi Yu



NAME : Alan Chan Zhi Yu

YEAR OF BIRTH 01st December 1992

RESIDENT Malaysian **STATUS**

MARITAL

Single **STATUS**

HANDPHONE +601113687888

EMAIL alan.chanzhiyu@gmail.com

EMPLOYMENT SUMMARY

| <u>Period</u> | Company Name | Position Held |
|----------------------|------------------------------|------------------------------|
| April 2020 – Present | A.P. Moller Maersk | Sales Manager |
| Jan 2019 – Dec 2019 | Ceva Logistics Sdn Bhd | Assistant Operations Manager |
| Jan 2015 – Dec 2018 | SKK Freight Services Sdn Bhd | Assistant Branch Manager |

WORKING EXPERIENCE

April 2020 - Present A.P. Moller Maersk Company

> Position Sales Manager

Job description:

- 1. Client Relationship Management: Build and maintain strong relationships with global clients, acting as the primary point of contact for their needs and inquiries. Develop a deep understanding of their businesses, industries, and goals to effectively address their requirements and provide tailored solutions.
- 2. Account Development: Identify opportunities for account growth and expansion within existing global client accounts. Collaborate with internal teams, such as sales, marketing, and product

RESUME Alan Chan Zhi Yu

- development, to develop strategies for upselling, cross-selling, and introducing new offerings to clients.
- Client Retention: Implement strategies to maximize client satisfaction and retention. Proactively
 address client concerns or issues, ensure timely resolution of problems, and consistently deliver
 high-quality service. Regularly communicate with clients to provide updates, gather feedback,
 and strengthen the client relationship.
- 4. Business Development: Identify potential new global clients by researching market trends, participating in industry events, and leveraging professional networks. Develop and execute strategies to win new business, including conducting presentations, preparing proposals, and negotiating contracts.
- 5. Account Planning and Strategy: Develop account plans and strategies for key global clients, aligning their business objectives with the organization's goals. Identify growth opportunities, establish performance metrics, and track progress toward account goals.
- 6. Cross-Functional Collaboration: Collaborate with internal teams, such as sales, marketing, operations, and customer support, to ensure seamless delivery of services to global clients. Facilitate effective communication and coordination between different departments to meet client expectations and deliver value-added solutions.
- 7. Market and Industry Knowledge: Stay updated with market trends, industry dynamics, and competitive landscape relevant to global clients. Analyze market intelligence, conduct research, and provide insights to clients regarding industry best practices, emerging trends, and new opportunities.
- 8. Performance Analysis and Reporting: Monitor key performance indicators (KPIs) for global client accounts, track progress, and analyze results. Prepare and present regular reports to management and clients, highlighting performance metrics, achievements, and areas for improvement.
- Contract Negotiation and Management: Negotiate contract terms and agreements with global clients, ensuring alignment with organizational policies and objectives. Monitor contract compliance, manage contract renewals, and address any contractual issues or disputes that may arise.

Jan 2019 – Dec 2019 Company : Ceva Logistics Sdn Bhd

Position : Assistant Operations Manager

Job description:

- Performance Analysis and Reporting: Manage P&L. Compile operational data and generate regular reports to assess performance against key performance indicators (KPIs) such as on-time delivery, shipment accuracy, and customer satisfaction. Analyze trends, identify areas of improvement, and present findings to management.
- 2. Coordination: Coordinating and overseeing the day-to-day operational activities of the freight forwarding department. This includes managing import and export processes, coordinating with carriers, and ensuring smooth execution of shipments.
- 3. Documentation and Compliance: Ensure compliance with all relevant regulations and requirements for international freight forwarding. Assist in preparing and verifying necessary shipping documents, customs clearance paperwork, and other documentation to facilitate the smooth movement of goods.
- 4. Customer Communication: Interact with customers and serve as a point of contact for their inquiries, requests, and updates on shipments. Provide exceptional customer service by promptly addressing customer concerns, resolving issues, and providing shipment status updates.
- 5. Carrier and Supplier Management: Coordinate with shipping lines, airlines, trucking companies, and other service providers to secure transportation capacity, negotiate rates, and monitor service quality. Maintain strong relationships with carriers and suppliers to ensure timely and cost-effective transportation solutions.
- 6. Freight Booking and Routing: Assist in coordinating and booking transportation services for customer shipments, considering factors such as cost, transit time, and customer requirements. Determine optimal routing options and arrange for pickups, deliveries, and transfers as needed.
- 7. Freight Tracking and Monitoring: Monitor the progress of shipments throughout the transportation process. Utilize tracking systems and tools to ensure timely and accurate updates on shipment status. Address any delays or issues that may arise and keep customers informed.

RESUME Alan Chan Zhi Yu

8. Operational Efficiency: Continuously seek opportunities to optimize operational processes, enhance efficiency, and reduce costs. Identify areas for improvement and propose solutions to streamline workflows, enhance productivity, and improve overall operational performance.

- 9. Team Supervision and Support: Assist in supervising and supporting operational staff members, including freight coordinators, documentation specialists, and other team members. Assign tasks, provide guidance, and ensure adherence to standard operating procedures.
- 10. Risk Management: Identify and mitigate potential risks and challenges in freight forwarding operations. Monitor regulatory changes, market conditions, and industry trends that may impact operations. Implement appropriate measures to ensure compliance and minimize risks.

Jan 2015 – Dec 2018 Company : SKK Freight Services Sdn Bhd

Position : Assistant Branch Manager

Job description:

- Branch Operations Management: Oversee and manage all aspects of branch operations, including P&L, import and export processes, documentation, customs clearance, warehousing, and transportation. Ensure compliance with industry regulations, company policies, and customer requirements.
- 2. Team Leadership: Provide leadership and guidance to a team of operational staff, including freight coordinators, documentation specialists, customs brokers, and customer service representatives. Foster a positive work environment, set performance goals, conduct regular performance evaluations, and provide training and development opportunities.
- 3. Customer Relationship Management: Build and maintain strong relationships with key customers and clients. Serve as a primary point of contact for major accounts, addressing their inquiries, resolving issues, and ensuring exceptional customer service. Work closely with the sales team to identify opportunities for business growth and customer retention.
- 4. Sales and Business Development: Collaborate with the sales team to identify potential clients, develop sales strategies, and contribute to business development efforts. Attend client meetings, participate in negotiations, and prepare competitive quotes and proposals to secure new business.
- 5. Financial Management: Manage the branch's financial performance, including budgeting, forecasting, and cost control. Monitor revenue generation, expenses, and profitability, ensuring that financial targets are met or exceeded. Analyze financial reports, identify areas for improvement, and implement strategies to maximize profitability.
- Operational Efficiency: Continuously assess operational processes, identify opportunities for improvement, and implement measures to enhance efficiency and productivity. Optimize workflow, streamline procedures, and leverage technology and automation tools to drive operational excellence.
- 7. Vendor and Partner Management: Develop and maintain relationships with vendors, carriers, agents, and other service providers to ensure reliable and cost-effective transportation and logistics solutions. Negotiate contracts, rates, and service agreements, and monitor performance to ensure service quality and adherence to contractual obligations.
- 8. Performance Monitoring and Reporting: Establish key performance indicators (KPIs) for the branch and regularly monitor and report on performance metrics. Analyze operational data, identify trends, and implement corrective actions to address performance gaps or areas of improvement. Present reports and updates to senior management.
- 9. Health and Safety Compliance: Ensure compliance with health, safety, and security regulations within the branch. Implement and enforce safety protocols, conduct risk assessments, and promote a culture of safety among staff members.
- 10. Industry Knowledge and Networking: Stay updated with industry trends, market conditions, and regulatory changes impacting the freight forwarding and logistics sector. Attend industry events, participate in professional associations, and network with peers to stay informed and build professional relationships.

RESUME Alan Chan Zhi Yu

EDUCATION

Master's in Business Administration (in-learning) 2024 – 2026

University Malaya - Wales

2013 - 2014

Bachelor of Science (Hons) in Logistics

National University of Ireland - UCD

Diploma in Logistics 2012

Kaplan Singapore

CAREER SUMMARY

10 years of working experience in logistics and supply chain industry. Skilled in marketing, negotiation, strategic planning, operations management, and sales. Strong problem-solving skills and to work in a fast pace working environment.

Can perform work independently and accurately. Capable to work collaboratively with team members to achieve goals while maintaining responsibility and commitments.

ACCOMPLISHMENT

Incoterms & Bill of Lading 2016

Johor Port Shipping & Forwarding Association (JPSFA)

DG Cargo Handling 2016

Johor Port

LANGUAGES

Written and Spoken: Excellent English, Mandarin, and Malay

SKILLS

Computer: SFDC, Microsoft Office Applications (Word, Excel, Powerpoint)

Communication: • Marketing

- Good oral skills
- Proficient and meticulous in written communication; agile and detailed enough to produce high quality documents with professional layout and presentation.

Page 4 of 5

RESUME Alan Chan Zhi Yu

Organization: Able to

Meet all deadlines for individual and assignments, and usually ahead of

Strong Problem-Solving Skill. Strong Leadership Skill

Page 5 of 5