



NAME : Alan Chan Zhi Yu

YEAR OF BIRTH : 01st December 1992

RESIDENT STATUS : Malaysian

MARITAL STATUS : Single

HANDPHONE : +601113687888

EMAIL : alan.chanzhiyu@gmail.com

EMPLOYMENT SUMMARY

<u>Period</u>	<u>Company Name</u>	<u>Position Held</u>
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 Company : A.P. Moller Maersk
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

- Jan 2019 – Dec 2019**
- | | | |
|----------|---|------------------------------|
| Company | : | Ceva Logistics Sdn Bhd |
| Position | : | Assistant Operations Manager |

1. **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.

- Jan 2015 – Dec 2018**
- | | | |
|----------|---|------------------------------|
| Company | : | SKK Freight Services Sdn Bhd |
| Position | : | Assistant Branch Manager |

1. **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.
6. **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.

EDUCATION

Master's in Business Administration (in-learning) University Malaya - Wales	2024 – 2026
Bachelor of Science (Hons) in Logistics National University of Ireland - UCD	2013 – 2014
Diploma in Logistics Kaplan Singapore	2012

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 Johor Port Shipping & Forwarding Association (JPSFA)	2016
DG Cargo Handling Johor Port	2016

LANGUAGES

Written and Spoken: Excellent English, Mandarin, and Malay

SKILLS

Computer:	<ul style="list-style-type: none">▪ SFDC, Microsoft Office Applications (Word, Excel, Powerpoint)
Communication:	<ul style="list-style-type: none">▪ Marketing▪ Good oral skills▪ Proficient and meticulous in written communication; agile and detailed enough to produce high quality documents with professional layout and presentation.

Organization:

Able to

- Meet all deadlines for individual and assignments, and usually ahead of time.
- Strong Problem-Solving Skill.
- Strong Leadership Skill