

Curriculum Vitae

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DOB: 03 June 1981



Skills

- A holistic understanding of supply chain management, organization, planning.
- Product life cycle
- Proficient in Microsoft programs, e.g. Excel, Word, Power Point
- Keen attention to detail
- Problem solving
- Team Management
- Work Effectively under pressure
- Goal orientated
- Good interpersonal skills
- Self motivated
- Negotiation – outsourcing and suppliers.
- Transportation and logistics planning and execution.
- Procurement
- Cross-functional and collaborative with multiple departments.

Education / Qualification

| Year | Achievements | School/Institution |
|------|---|---------------------------|
| 2013 | MSc in Supply Chain Management | University of Bolton, UK |
| 2011 | BSc in Logistics and Supply Chain Management | University of Bolton, UK |
| 2010 | Diploma in Purchasing and Supply Chain Management | University Utara Malaysia |

Others: Incoterms 2000

Career Growth/ Experience

October 2023 – to date : **HOD Procurement and Logistics**

Orkim Ship (M) Sdn. Bhd.

- a) Manage procurement team through sourcing, negotiation, compiling and processing, PR, PO.
- b) Working with Sr Management for strategic decision making.
- c) Ensure right value and services from contracted and spot sourcing and shipment.
- d) Working on devising strategic sourcing strategy for process improvement, speed, integrity and cost optimization.
- e) Sourcing for both profitable and strong partnership with suppliers.

- f) Secure, source and initiate business with suppliers and manage partnerships.
- g) Negotiate with vendors and suppliers to secure advantageous terms.
- h) Approve procurement, pricing, and services, for necessary goods and services.
- i) Finalize procurement/purchase details of orders and deliveries.
- j) Cross – functionally dealing with CEO, higher management, technical, safety and quality, commercial team, and finance departments on PO's and projects of improvement in process and system.
- k) Study and examine existing contracts.
- l) Initiate and work through key functional metrics, KPI, to reduce expenses and improve effectiveness.
- m) Evaluate suppliers and contractors' performance based on quality standards, delivery times, and best prices.
- n) Adhere to code of conduct and enforce in department and always ensure best practices.
- o) Maintain and review policies and procedures, on a regular basis to ensure relevant and conformance with internal and regulatory policies.
- p) Reporting of procurement activities, cost savings and initiatives to Senior Management on monthly basis.
- q) Achievement : Saved approximately MYR 160,000 per year, via contract negotiations.

November 2021 – August 2023 : **Sr Manager, Logistics and Warehouse**
XOX Management Services (M) Sdn. Bhd.

- a) Setup of E-commerce platform, process, KPI, and application enhancement.
- b) Improve contact and customer satisfaction.
- c) Manage inventory, warehouse, transportation and logistics process
- d) New strategy development for processes and reduce cost.
- e) Ensure Quality, quantity and customer satisfaction, financial commitments
- f) Metric reporting, data analysis, to identify issues, opportunities, and improvements.
- g) Cross functional responsibilities – finance, Digital and IT, 3PL providers.
- h) Manage and develop logistics staff
- i) Manage budgets.
- j) Third party inventory and warehouse management.
- k) Control of high value items – Smart phones.
- l) Direct report to CEO.
- m) Supply Chain management and consultation.
- n) Strategy, planning and 3PL provider goals alignment vs organizational goals.
- o) Monitor safety of stock in 3PL provider warehouse and delivery.
- p) Mitigate and problem solving, due to unexpected circumstances.

Project : Same day delivery initiative.

: Integration Black App with warehouse and delivery – on time updates to customers on delivery, stock reconciliation, etc.

Achievements:

1. Understanding of the constraints and issues faced by employees and 3PL provider, delayed parcels for the past 3 months was completed with 2 weeks. Delay was due to flooding in Melaka and flood prone regions, including Sabah and Sarawak.
2. Strategic planning and alliances with additional warehouses for due date prone items and non due date prone items. Proposal study and costing study.
3. Supply Chain planning for new product introduction and life cycle. Cost conservation and reducing cost in terms of procurement and logistics, transportation planning.

July 2020 – March 2021 : **Area Manager**

Delivery Hero (M) Sdn. Bhd.

Reason for leaving : Change in career direction. Looking for new challenges at work.

- a) In charge of warehouses/stores in South Klang Valley area, Cyberjaya, Bukit Jalil. Cheras, Kajang, Balakong.
- b) Setting up warehouses/Stores
- c) Giving direction and clear instructions for standardization and SOP among all the stores.
- d) Plan and implement the overall SCM strategy – collaboration with suppliers, Purchasing team, Finance team, Customer service, HOD and director.
- e) Incoming/Inbounding direction
- f) Sole front man to lead all matters in coverage area.
- g) Directly report to Operations HOD and dotted line to Managing Director.
- h) Problem solving on all matters, process bottlenecks and implement solutions in a timely manner.
- i) KPI identification and implementation across organization.
- j) Identify resources, bio degradable plastic, stationery, recycle material management.
- k) Training managers, to meet expectations of warehouse and subordinate functions.
- l) Process flow creation and implementation.
- m) Build and maintain good professional relationship with vendors, suppliers and internal teams.
- n) Collaborate with Demand Planning team to identify fast selling, replenishment, MOQ, threshold level and minimum quantity.
- o) Collaborate with 3PL, truckers, last mile delivery to ensure KPI and SOP's met.
- p) Ensure 3PL meet expectations, timeliness in delivery.
- q) Ensure inventory is sufficient and accurate. Achieved 97% accurate inventory – 6000 SKU's.
- r) Evaluate suppliers of FMCG to ensure inventory accuracy and meets the demands of stakeholders.
- s) Reducing waste and unsaleable items in warehouse with accurate inventory and demand planning. Identifying demographic needs and quantity of stock monthly.

April 2016 – July 2020 : **Tactical Logistics Specialist – Pricing** / Contractual

Schlumberger (M) Sdn. Bhd/ Accenture

Reason for leaving : End of contract and better opportunity.

- a) Responsible to check if rate cards can be used for a shipment, and if necessary creation of tender/RFQ in the bidding platform.
- b) Opening bids for all shipments MOT and regions – SEA and FEA.
- c) Evaluation bids, tenders and quotes from freight forwarders, short listing and submitting this proposal for approval.
- d) Awarding the freight forwarder and liaising with them for shipment completion.
- e) Backing up valuation, billing and follow up team mates, if needed.
- f) Daily and monthly report and tracker.
- g) Follow up end to end on shipment movement.
- h) Deal with Geo market import export team on shipment movement and confirmation.
- i) Also include confirmation on cost and from destination with GMIE.
- j) Dealing directly with 3PL providers to ensure tenders are accurate and performance is accordance to standards, meeting customer needs on a timely manner.
- k) Open tenders and bids for over sized, over length and dangerous goods – chemicals and explosive charges.
- l) Dealing with 3PL providers on above matter and ensuring all safety elements are met.
- m) Understanding all country requirements for import and export of all items shipped and ensuring successful delivery to customer.

- n) Leading the team on bidding matters and making sure the whole process is smooth and flows accordingly.
- o) Bidding – valuation – follow up – finance/invoicing – Since it starts with bidding, I have to complete my job properly and on time for the whole process to flow without hiccup.
- p) After quotation confirmed and 3PL awarded, ensure 3PL's from different countries adhere SOP's and KPI's set for successful shipments which ensures commitment to stakeholders are met.
- q) Starting from quotation and awarding 3PL, moving on to engagement of movement and transportation of cargo from origin to destination in timely manner in order for operations to continue without hiccup.
- r) Negotiate and collaborate with global logistics team on movement of cargo and requirements origin (documentation, taxation, space availability in sea freight vessel etc.) to successfully ship cargo in the right manner to reach destination port.
- s) Making sure 3PL choice is the best choice made considering the price and service track record.
- t) Evaluate 3PL services quarterly and after each shipment is completed for future reference and service excellence.

A summary of role.

Bidding team consist of 2 people including me. My partners was on MC for 3 months due to accident. Because of this I had handled the whole bidding process for 3 months of all countries – SEA and FEA. This is where I learnt all the processes and requirements for all countries and creates a template for future bidding and tenders. This eases the process as all the requirements for import and export for all countries are already available in the template. My main job was to open tenders and bids for shipment to be successful. Liaise directly with 3PL providers to understand their challenges and to problem solve the issue to ensure a proper bid is provided covering all costs. Looking into the bids and to ensure all costs are included and no extra charges are later introduced. After this I provide a shortlist to the International Logistics Specialist(ILS) with a proposal and 3PL provider to hire for particular shipment. A 3PL provider will be awarded by me after consideration by ILS and follow up the shipment till the delivery to customer.

March 2013 to February 2016 **Data Transformation Associate** -
Contractual

IHS Maritime formerly known as Lloyds Fairplay

Reason for leaving : End of contract and better opportunity.

Achievements/Accomplishments

- a) Keeping a 99% accuracy in updating database with analytical data. Maintain 4 C's, Correctness, currency, completeness and consistency.
- b) Liaise with vessel/ship/owners on ownership, buy and sell, DOC, SMC, transformation of vessels.
- c) Work with the International Maritime Authority (IMO) on latest updates and provide relevant data for their perusal.
- d) Monitor newly constructed vessels, work on them with New buildings team.
- e) Analytical thinking required and analyze all data and information in database and newly received feeds to keep information accurate and current.
- f) Work together with class societies, P&I clubs. Flag authorities. and Lloyds register to keep all information accurate. In addition, dealing with class societies to receive and ensure correct information to customers.
- g) Participated in social corporate sustainability – recycling program and Relay for life.
Working hand in hand with internal divisions – Owners, New buildings, ports and terminals.

A summary of role.

My job scope in IHS is a contractual position on a project to ensure the database of the vessels are upkeep and is accurate with the information needed by customers to buy and sell and transform vessels. Daily I will deal with class societies, flag states and Proprietary and Insurance bodies to ensure all information is correct in current database.

March 2011 to March 2013 **Senior Customer Support Executive DHL Express (M) Sdn.**

Bhd. (FTZ and bonded warehouse)

Reason for leaving : End of contract. Team moving to KL at this time.

Achievements/Accomplishments – Customer Agilent and Honeywell

- a) Coordinate and make shipments arrangements for clients. (Airline, warehouse, customs and for custom declaration, trucker).
- b) Deal with customs and governmental bodies to ensure shipments success.
- c) International shipments arrangements for import and export for customers.
- d) Ensure all imported shipments arrive on time on the next day and exporting shipment to be done today for upliftment.
- e) Imported parcels to arrive today – deal with Singapore and Hong Kong gateway – to ensure all priority parcels uplifted on time to arrive as per customer needs.
- f) Work closely with warehouse on incoming and outgoing shipments.
- g) Daily, weekly, monthly, quarterly and yearly reports on performance.
- h) Reduction of errors by 90% by on site personnel.
- i) Increase 20% of on time deliveries of inbound and outbound shipments
- j) Processed improvements/help customers to improve in their business
- k) Resolve logistical issues, customs and network issues for quick movement of shipments.
- l) Increased shipments by 300 shipments per month – AP region.
- m) Reduce customer claims by working with counterparts to locate lost, un-located shipments.
- n) Venture shipments which need invoice and documents change in Singapore.

A summary of role.

Here, I manage DHL key account – Agilent and Honeywell. I look into inbound and outbound parcels on daily manner, where I ensure all incoming and priority parcels are uplifted on time in Hong Kong and Singapore, to ensure all shipments arrive tomorrow and can be delivered as per customer needs and production. I work closely with on-site personnel to ensure all shipments, are accordance to invoice and packing list provided by clients and the shipments are uplifted on the same day. Deal with gateway as well to ensure priority parcels are uplifted and loaded first. In totality, I handle all the inbound and outbound shipments for Agilent and Honeywell, including reports and financial reports according to monthly volume. Venture is a sub-con factory. As per Venture's requirements, documents, invoices, packing list and labels needs to be changed to reflect the OEM company. Therefore, I have coordinated this, to change these details in Singapore and the OEM HQ is in Singapore. Shipment will end in Singapore, and after change of documents, it will be reshipped under new air way bill and documents.

March 2008 – March 2011 **Senior Executive – ASE Electronics (M) Sdn. Bhd.- (FTZ and**

bonded warehouse, 10 team members and subordinates)

Reason for leaving : To pursue studies.

Achievements/Accomplishments

- a) Coordinate and manage shipments arrangements for clients with freight forwarder.
- b) Team Lead - Coordinate break bulking, pick and pack, stock control and monthly stock take.
- c) International shipments arrangements.
- d) Direct communication with clients on shipment (Malaysia and USA).
Improvement process – FGI receiving and shipping, to improve turnover time.
- e) Set up of STA 2010 for all shipping customers. Include MITI registration number, ECCN #, in invoices, custom forms (forwarders), for quick reference and transparency – internal and external audit requirements.
- f) Training arrangements for new and current staff.
- g) ISO compliance.
- h) Projects under taken: Bridging gap between customers and departmental systems.
- i) Electromagnet compliance team representative for ASE plant Shipping Dept.
- j) Cross – training staff, for better task optimization, quick recovery and efficient planning.
- k) Dealing with engineering department to ensure all IC's are in good condition before shipment.

A summary of role.

ASE is a testing plant that main products are Integrated circuits (IC). IC's vary in sizes which makes the break bulking process more difficult. A box of IC's may contain 500 or 10000 pieces. Break bulking staff are to be in clean room and to break bulk piece by piece according to shipping instruction. I have to ensure this is done accurately and in proper manner accordance to SOP and shipment arrives on time to customers. I deal directly with 3PL provides like DHL, UPS, FedEx and so on. Pick up by them are at 3 pm and need to ensure all parcels are prepared on time and labels pasted. I have maintained correct information and 100% accuracy in stock.

February 2006 – March 2008 **3PL Supervisor Mitsui – Soko (M) Sdn. Bhd. (FTZ and bonded warehouse)**

Reason for leaving : To pursue studies.

Achievements/Accomplishments

- a) Team Lead -Stock Control for KAO Group – Ayza, RTNZ and KAO warehouses. Shipment planning 99% accuracy.
- b) 3PL arrangements with clients, customs, freight forwarding, trucking, sea freight liners, container planning and arrangements.
- c) International shipments arrangements.
- d) ISO 19002 certification for all years – documentation and daily KPI.
- e) Draft B/L preparation and confirmation – B/L copy received earlier for customer form D applications.
- f) Reduced problems by quick actions and counter measures.
- g) Increased business from 6 Containers to 25 containers per week.
- h) Process flow –increase teus loading and unloading, and documentation. Per container loading reduced from 60 mins to 45 mins with fork lift driver, trucker optimization and coordination.
- i) Cross – training staff, for better task optimization, quick recovery and efficient planning.

A summary of role.

I started in Mitsui – Soko as a clerk. Even as a clerk, I go down to the warehouse floor to ensure shipments are completed properly. I have loaded containers, as I was certified as a forklift driver at this point. Documentation of invoices, packing lists and custom form arrangements are also done by myself. Total shipment process from incoming to outgoing will be done by me. Moving forward I was promoted to coordinator for Sony. Sony is more particular and detailed. I will receive the incoming products to be processed for outgoing according to the shipping instruction per week by Sony. Arrangement for containers and dealing with shipping liners and arranging for containers to be in is also done. After receiving, palletizing will start after picking and packing and then staged before it is loaded in container. Measurements of containers are also done before loading. After this, I was promoted again to be 3PL supervisor for KAO group – which consists of Kao soap, plasticizer and oleochemical. Here I coordinate 3 warehouses – RTNZ, Ayza and Kao warehouse. I have to coordinate the stock in all warehouses to be compiled into RTNZ warehouse to be loaded in containers, documents completed and shipped out. I deal directly with shipping liners for BL arrangements and container issuance for the shipments. In conclusion, I have done the whole process of exporting and importing shipments from warehouse scope to management scope.

Personal Goals:

To develop a career path that is secure and challenging, one which brings out the best of my abilities, not just as a leader but as a person. In addition, to be knowledgeable in all areas of freight forwarding, shipping, and Supply Chain and to have a good understanding of it.

Referees

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