



KEVINDER SINGH

📍 JOHOR BAHRU, MALAYSIA 📞 60197977817

◦ DETAILS ◦

Johor Bahru
Malaysia
60197977817
kevinder80@gmail.com

◦ SKILLS ◦

Leadership Skills

Communication Skills

Adaptability

Customer Service

Ability to Work in a Team

Highly organized and efficient

Communication and Presentation

◦ LANGUAGES ◦

English

◦ HOBBIES ◦

Travelling



PROFILE



Results oriented with demonstrated history of success in multi site operations and supply chain support. I have build strong skillsets which helps me to succeed in streamlining operations, maximising profits and at the same time driving customer excellence



EMPLOYMENT HISTORY



Branch Manager at Kuehne+Nagel, Johor Bahru

October 2016 — Present

Business Development

- Sales strategies, guiding, working closely with sales team in identifying and securing new logo's
- Yield optimization
- Price to win strategies

Customer Centric

- Regular engagement with customers to improve satisfaction level
- Maintaining the customer centric culture towards laser focus mindset
- Customer Attrition

Branch Management

- Group sessions to improve social, behavioral, engagement skills
- Developed and implemented a system to monitor and analyze branch performance, resulting in improvement in branch profitability

Financial Control

- P&L management & cost control strategies
- OPEX management

Operation Excellence

- Removing the SILO mindset by empowering team members in decision making
- Operation Improvement strategies

Branch Manager at JAS Forwarding , Selangor

February 2016 — October 2016

Business Development

- Market intelligence to identify new customers and derived action/strategies
- Creating strategic partnership with key vendors resulting in higher margin p/file level

Engagement

- Guiding and mentoring operations in improving customer engagement

Financial Management

- P&L Management
- OPEX Management

Operation Excellence

- Led a successful rebranding of the branch, resulting in an increase in visibility and recognition

Branch Manager at UTi Worldwide , Johor Bahru - Selangor

May 2007 — February 2016

Operation Excellence

- Overall In charge of Port Klang, Johor & Kuantan Branch
- Putting in place strategic action plan, improving operation excellence and focus

Strategic Thinking

- Customer attrition improvement strategies
- promote critical thinking environment and collaborative mindset as a guide to think ahead and anticipate hurdles

Financial Management

- Analyzed financial performance and provided strategic advice within BU's to better manage OPEX

International Freight Executive at Geodis Overseas , Johor Bahru

April 2005 — April 2007

Business Development

- Conducted market research to identify new customer segments and develop strategies to target them
- Proactively engage with vendors / suppliers to negotiate and create competitive market pricing at the same time maximizing profits

Operations

- Improvement strategies - customer feedbacks and channeling within the branch for improvement
- Customer Focus mindset

Customer Service

- Overall in charge in making sure expectations are met/ followed
- Overall in charge in creating process maps / SOP & KPI



EDUCATION

- Diploma, Informatics Institute



REFERENCES

Oscar Lee from Dextrans Worldwide

60123186256

Jamie Ho from Kuehne+Nagel

60164476668