

MOGAN S/O ARAPPAN

Senior Operations & Logistics Manager | Expertise in Warehouse & Regional Supply Chain Leadership | 18+ Years Experience

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CAREER OBJECTIVE

Experienced Operations Manager with over 18 years in logistics, transportation, and warehouse management, serving major clients like MAERSK, DKSH, and Flash Express. Proven ability to lead regional operations, streamline supply chain processes, and manage large cross-functional teams. Recognized for delivering consistent service excellence, resolving operational bottlenecks, and maintaining strong client relationships. Ready to bring hands-on leadership and deep industry knowledge to a dynamic organization.

CORE EXPERTISE

- Warehouse & Distribution Management
- Regional Logistics Operations
- Courier & Last Mile Delivery Management
- Health, Safety & Environment Compliance
- Team Leadership & Staff Supervision
- Inventory & Resource Planning
- KPI Monitoring & Reporting
- Vendor & Contractor Management
- Performance Optimization
- Budgeting & Cost Control

NOTABLE ACHIEVEMENTS

- DHL Employee of the Year (2019):** Awarded for excellent work and strong leadership.
- Best Depot Awards:** Helped win 4 quarterly and 2 yearly best depot awards by keeping top service standards.
- Large Team Management:** Managed 700+ couriers across 13 depots with great delivery results.

WORK EXPERIENCE

L&R Trading & Transportation
Feb 2024 – Present

Operations Manager

- Took full responsibility for major accounts including DKSH, Flash Express, Posim, KBI, and MAERSK (LF Logistics), ensuring operations ran without issues and client expectations were consistently met.
- Handled day-to-day logistics, transportation schedules, and ground team coordination across both Melaka and Johor, making sure deliveries and pickups were always on time.
- Regularly monitored and solved operational bottlenecks, reducing delays and keeping everything running more smoothly at the warehouses and delivery hubs.
- Trained and guided teams under my supervision, creating better communication between drivers, warehouse staff, and clients for faster, error-free service.
- Balanced client coordination, scheduling, staff supervision, and transport issues every day making sure everything was done properly and on time.

Jihadi Bina Sdn Bhd
Mar 2023 – Jan 2024

Site Operation Manager

- Oversee day-to-day operations across multiple construction sites to ensure timely execution and smooth workflow.
- Manage subcontractor performance based on KPIs, ensuring accountability, quality standards, and project milestones are met.
- Enforce safety and security protocols for equipment delivery, pick-up, and usage at all project locations.
- Led and guide on-site teams to ensure accurate handling and operation of equipment, fostering a safe and productive work environment.
- Ensure full compliance with the company's Health, Safety & Environment (HSE) policy, completing required documentation on a weekly/monthly basis.
- Coordinate with Sales, Technical, and Commercial departments to maintain accurate records, control costs, and manage construction documentation such as lot files, trade partner files, and building plans.

DHL eCommerce (M) Sdn Bhd (Melaka to Johor Bahru Branch)
Jul 2022 – Jan 2023

Regional Manager (Southern)

- Managed and monitored daily courier operations across 1 Area Manager (AM), 13 depots, 13 Supervisors, 28 Team Leaders, and over 700 couriers, ensuring high service performance.
- Oversaw the Regional Sorting Centre operations, managing budgets, setting KPIs, and aligning performance objectives with strategic goals.
- Ensured all service levels, safety protocols, and company SOPs were strictly followed across assigned depots, maintaining operational compliance.
- Led end-to-end resource planning and deployment, including sourcing, onboarding, and managing third-party agents and contractors for last-mile delivery.
- Generated detailed management and operational reports (regular and ad hoc), provided market intelligence by tracking competitor activity, and supported delivery of strategic projects from the HQ.
- Monitored profit & loss (P&L) for first and last mile operations while leading the regional sales team to support business growth and efficiency.

DHL eCommerce (M) Sdn Bhd (Johor Bahru Branch)
Jul 2021 – Jun 2022

Assistant Manager

- Oversaw courier operations across 7 depots, managing 7 Supervisors, 15 Team Leaders, and 300 couriers to ensure consistent service and operational efficiency.
- Ensured all depots under supervision met DHL's service standards and performance KPIs, driving improvements in delivery speed and customer satisfaction.
- Enforced full compliance with standard operating procedures (SOPs) across the depot cluster to maintain process consistency and regulatory alignment.
- Managed recruitment, onboarding, and performance of external agents and contractors to support last-mile delivery operations.
- Analyzed competitor activities to collect actionable market intelligence and support strategic planning.
- Optimized resource deployment within depots to maximize operational output and improve cost-efficiency.

DHL eCommerce (M) Sdn Bhd (Johor Bahru Branch)
Sept 2018 – Jun 2021

Supervisor

- Supervised daily operations, managing 90 couriers and 7 team leaders to ensure timely parcel deliveries and compliance with DHL Supply Chain standards.
- Monitored inbound and outbound parcel flow, handled COD payment reconciliation, and maintained accurate shipment and delivery records.
- Prepared and submitted daily operational reports to management for performance tracking and process improvement.
- Created and managed driver schedules to optimize daily pickup and delivery efficiency across assigned routes.
- Coordinated closely with cross-functional departments to maintain smooth inventory flow and ensure high service levels.

Geodis Malaysi (BMW PDC), Senai
Feb 2015 – Mar 2017

Warehouse Supervisor

- Supervised warehouse operations, ensuring accurate inventory management, proper storage practices, and timely shipments.
- Maintained precise item records, documented key inventory data, and utilized reports to monitor and forecast warehouse status.
- Ensured full compliance with safety, quality, and service excellence standards across all assigned regions.
- Prepared regular and ad-hoc operations reports for management, supporting data-driven decision-making.
- Led team performance and effectively managed projects assigned by the Delivery Manager or Management Team.

Lazada Logistics Sdn Bhd
(Pasir Gudang Hub)
Mar 2017 – Sep 2018

Hub Supervisor

- Planned and optimized delivery routes for Independent Contractors (ICs), ensuring high productivity and 7-day operational coverage.
- Monitored and achieved key performance indicators (KPIs) such as same-day delivery (99.5%), first-time success (99.5%), lead time (0.6 hrs), delivery productivity (140 parcels/day), and SLA (<5 days).
- Strategized and implemented sales campaigns, including seamless wave planning, space management, night delivery, and 24-hour manpower deployment.
- Managed parcel verification via SAP system, warehouse inventory, equipment, and resolution of damaged or pending parcels.
- Oversaw warehouse operations and staff, supported safety/security protocols, and assisted in administrative reporting tasks.

Sankyu Singapore Pte Ltd
2005 – 2014

Warehouse Supervisor

- Oversaw inbound and outbound shipments, ensuring accuracy, damage-free handling, and optimal unloading/loading processes with high-quality standards.
- Managed materials handling equipment to maintain efficiency and safety, complying with OSHA and MSDS standards.
- Maintained a clean, secure, and organized work environment while enforcing safety policies and promptly reporting incidents or violations.
- Led and supervised warehouse teams, conducting meetings, scheduling shifts, delegating tasks, and managing workload distribution effectively.
- Monitored employee performance, conducted evaluations, and provided coaching for work quality and career development.
- Addressed personnel matters, including promotions, transfers, disciplinary actions, and resolving workplace issues or complaints.
- Maintained detailed work records, generated operational reports, and collaborated with management to solve operational challenges.
- Facilitated clear communication across teams to ensure smooth operations and adherence to company standards.

EDUCATION

2017 – 2019

Executive Bachelor in Management (Supply Chain Management)
Asia e University

2001 – 2003

Diploma in Logistic Management
Kolej WIT Ipoh

1994 – 1999

Sijil Pelajaran Malaysia (SPM)
SMK Ambrose Ayer Tawar

SOFTWARE SKILLS

MS Office Suite:
Languages:

Excel, Word, PowerPoint, Outlook
English, Bahasa Malaysia, Tamil

REFERENCES

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