

## **Resume**

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## **EMPLOYMENT HISTORY**

INARI Technology Sdn Bhd (Apr 2022 – Present)

Position: Production Planner

- Receive weekly demand from customer and commit on time.
- Generate weekly build and shipment plan to support customer demand
- Coordinate with customer from time to time for expedite shipment and work with Operation/Logistic team for bottle neck process or constraint (if any).
- Based on customer 6 months forecast, review on weekly/monthly capacity to support shipment and coordinate with production and engineering to maximize output
- To coordinate with material team and buyer to have material delivery to meet production requirements.
- Monitor and review on daily production output and wip flow to meet delivery
- Manage Aging inventory with no exposure from time to time
- Perform any ad hoc activities as any when needed

Teleperformance Malaysia (Jan 2021 – Apr 2022)

Position: Customer Service Advisor

- Responsible for resolving customer queries in a timely and accurate way through email or chat.
- Identify customer needs and assist them in using specific features and functionalities in the social media platform.
- Follow-up with customers to ensure their technical issues are resolved.
- Become and remain knowledgeable about social media products and community standards.
- Use market-specific knowledge, signals and insights to spot and scope scalable solutions to improve the support of our community of users.
- Identify inefficiencies in workflows and suggest solutions.
- Enforce social media Terms of Use by carefully monitoring reports of abuse on the site.
- Gather, analyze and utilize relevant data to develop ways to improve the overall user experience on the site.
- Recognize trends and patterns, and escalate issues outside the company policy to the global team.

Achievement: Top 7 Commerce Agent

Hotel Equatorial Penang (Aug 2018 – Nov 2018)

Position: Purchasing – Internship

- Undertake all filing as required.
- Help with smaller purchases, reviews and inventory matters.
- Collate purchase orders and purchase requisitions to order materials, goods and supplies and send them to the suppliers.
- Track the status of any orders.
- Deal with non-supplied, under orders, over orders and damaged goods.
- Ensure that any invoices are sent to accounts for payment.

## **EDUCATION**

Feb 2019 – Dec 2020

UNIVERSITY OF WOLLONGONG

- Bachelor of Commerce – Major in Management

May 2016 – 2018

DISTED PENANG

- Diploma in Hospitality Management

## **RELEVANT SKILLS**

- Microsoft Excel
- Microsoft Word
- Microsoft Powerpoint
- Customer Service Skill
- Production planning

## **LANGUAGE**

Mandarin - Excellent

English - Intermediate

Bahasa Malaysia - Intermediate