

KHAIRUL NIZAM BIN JOHARI

BLK 487B CHOA CHU KANG AVENUE 5 #08-91 SINGAPORE 682487

+65 9818-2049 | dani_afiq26@yahoo.com.sg

Profile

19 years' experience in positions of both command and support, with diverse insightful background in technical, claims, administration and customer service.

Professional Experience

CW AERO SERVICES PTE. LTD. – 2022 TO CURRENT

Singapore

Purchaser

Duties and Responsibilities

- Manage in sourcing parts and consumables, liaising and following up with local and external suppliers for various GSE components, materials and machinery required for external and local customers ie. Changi Airport, Seletar Airport, Paya Lebar Airport and other clients in the Aerospace industry.
- To assist the GSE Team in identifying the components through part numbers from Goldhofer, Guinault and Cobus for maintenance and repairs.
- To provide support to the Test System team in sourcing out price and availability for enquired parts (Electrical, Automation, Hydraulics, Pneumatics and other consumables) in their projects.
- To liaise and follow up with fabricators in ensuring the fabricated projects are according to the drawings/step files provided by the engineers.
- Coordinate with the engineers, logistics dept, in addition to office administration, freight forwarding and ad-hoc duties such as vetting through payment list from Finance Dept according to schedule payment.
- Tracking and following up closely on all purchase orders in a timely manner according to delivery schedule.
- Responsible for checking all parts and quantities being delivered from vendors are correct and according to the Purchase Orders while ensuring the proper documentation ie. DO and Invoice are in order for filing and uploaded into system.
- To initiate Credit Terms with new vendors and propose cost effective solutions in forecasting parts/items ordering through BOM.
- Tasked in building up vendors database and details in the system to widen sourcing capabilities eg. Components, parts, consumables and as well as fabrications.

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ANDA HYDRAULICS ASIA PTE. LTD. – 2018 - 2022

Singapore

Inside Sales Executive

Duties and Responsibilities

- Manage in sourcing for parts, liaising and following up with external suppliers for various hydraulics components, pumps and motors required for overseas and local customers ie. PSA, DSTA, ST Engineering Land & Marine, Tuas Naval Base, Marina Barrage etc.
- To source out the pricing and availability of the enquired parts from the manufacture factories (Sauer Danfoss, Linde Hydraulics, Bosch Rexroth, Eaton Vickers, Hydrotechnik, SamHtdrauliks, DANA etc).
- Assist and facilitate customers in identifying the correct parts enquired according to their specific make & models.
- Ability to read and obtained parts number provided from the relevant parts list and drawings.
- Preparing stock requirements as part of support documents for quotations.
- Maintaining and upkeeping physical stocks in store by means of generating weekly system reports and update stocks ledger.
- Assist and supervise the Storeman to perform incoming stock acceptance and outgoing stocks issuance in accordance to its accuracy.
- Responsible in generating yearly stock take reports.
- Coordinate with the engineers and the office staffs, in addition to office administration, freight forwarding and repairs according to quotations.
- Tracking and following up closely on all purchase orders in a timely manner according to delivery schedule.
- Responsible in ensuring all parts and quantity delivered from factory and suppliers are according to the Purchase Order issued.
- Responsible in invoice preparations, quotations, sales order, purchase order, picking list, delivery order, weekly stock report inputs in addition to data entry and customer database.

Reason for leaving: Looking for better opportunity and to expand knowledge, experience and venture out into Aerospace/Aviation Industry

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DRIVETRAIN SINGAPORE PTE. LTD. – 2013 – 2016

Singapore

Inside Sales Executive

Duties and Responsibilities

- Oversee and manage all customer enquiries on the related parts of the mining machinery equipment.
- To source out the pricing and availability of the enquired parts from the manufacture factories (USA, Australia, Sweden, Hungary, France etc).
- Facilitate the customers in identifying the correct parts according to the part number provided.
- To provide pictures and diagrams in ensuring the exact dimensions and sizes of the parts required/enquired by the customers.
- Accounted in providing technical details and information data in maintaining the quality and performance of the customer machinery equipment including the warranty inception period.
- Administered Customer Relation Service to service, maintain and continued expansion of customer base in the Southeast Asia Region.
- Supervised completely and co-ordinate with the engineers and the office staffs, in addition to office administration, freight and repair processes.
- Liaising with the management levels in Singapore and Australia as well as internal liaising with the technical departments, Office Administration & Procurement Department to plan, organize and improve sales revenue.
- Responsible in After-Sales Services, Invoice Preparations, Quotations, Daily Sales Report inputs in addition to Data Entry, timely Monthly Sales Submission to Operation Manager and Filling for traceability of customers.
- Responsible in ensuring all parts delivered from factory are according to the customer's Purchase Order.

Reason for leaving: Branch Warehouse Closure

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CHARTIS SINGAPORE INSURANCE PTE. LTD. – 2012 – 2013

Singapore

Claims EW Manager

Duties and Responsibilities

- Oversee daily Claims submission and manage the operational activities of Chartis Insurance Claims Department (Extended Warranty).
- Providing Claims review in Repair & Replacement Authorization from the locally incorporated Repair Service Centers and Authorized Repairers.
- Facilitating in handling 2nd Level Customer's Complaints Escalation from Chartis Call Centre &/or Business Partners.
- Proactively identify potential complaints and to facilitate and generating solutions for customers.(Problem Solving)
- Administered Customer Relation Management to direct customer sales service and public relations, with the maintenance and continued expansion of customer base.
- Managing SMS Weekly Blast to Customer from Call Centre to ensure timely services and provision of support where necessary.
- Responsible in reviewing the Denial Reports from Claims Surveyors in addition of drafting, vetting and signing the Denial Letters to customers & Business Partners.
- Responsible in Conducting Monthly Audit Exercise of EW cases on randomly selected Repair Service Centers and Authorized Repairer appointed by Chartis Insurance.
- Accounted for overall sales targets, in addition to report compilation and analysis of prospecting approach, marketing concept, advertising strategy, customer feedback and current market survey to thereby improve performance and increase business profits.
- Provide mentoring, supervising, coaching and conduct trainings for the EW Team(Call Center, Profit Centers, Repairers, New Hirers, etc) on the product knowledge, branding on a regular basis to achieve their personal goals as well as the team quota.
- Supervised completely and co-ordinate various resources and office staff, in addition to office administration and claims processes.
- Accounted for allocating the numbers of repairs to individual Authorized Repair centers assigned by the Call Centers and monitoring timely turnaround of average daily throughput from the Repair Centers and liaising with the third vendors that provide additional services to the customers.

Reason for leaving: Personal reasons

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SIME DARBY SDN. BHD.; PERFORMANCE MOTORS LIMITED – 2011 – 2012
Customer Service Executive

Singapore

Duties and Responsibilities

- Supervised staff with emphasis on tasking and training, which also included in ensuring strong standards in sales disciplines and customer services.
- Facilitating and generating maximum sales for Before & After-Sales Services through dynamic selling and marketing on full range of products and services on offer, including assisting in the development, performance and maintenance of customer luxury cars (BMW).
- Accounted in providing technical details and information data as well as preventive measures in maintaining the quality and performance of the customer's vehicle including the warranty inception period.
- Providing After-Sales Support cum training, nurturing healthy customer service and Customer Relation Management.
- Organised, planned and generated both effective After-Sales plans and advertising strategies through active public commercials, cogent presentations and dynamic practical selling activities.
- Liaising with the senior management levels as well as internal liaising with the technical departments, Front Desk, Administration & Procurement Department to plan, organize and implement marketing promotions & offers, including trade fairs and exhibitions.
- Responsible in timely submission of Daily Sales Reports, Invoice Preparation, Repair Quotations, Reports and Filling for traceability of customers.
- Attended various courses aimed at delivering greater customer services, inculcating cultural awareness, in addition to fostering teamwork amongst colleagues and supervisors.
- Received complimentary letters & emails from customers for exceptional After-Sales Services rendered.

Reason for leaving: Better prospect

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SINGAPORE TECHNOLOGIES LTD.; STAR AUTOMOTIVE CENTER – 2009 – 2011

Singapore

Senior Service Advisor

Duties and Responsibilities

- Performed Sales and Marketing of Technical products and services for the customers on the overall vehicle maintenance and servicing.
- Conducted and monitored vehicle maintenance inspection along with ensuring normal optimum quality of the customer's vehicle mechanical and electrical operations.
- Performed administration, scheduling, distribution and logistic control of stock movement, inventories, shipments and deliveries of service parts to ensure the turnaround throughput meets the customer's expectations.
- Provided customer and support services, including in-house consultation on the technical issues and service maintenance required where necessary.
- Responsible in After-Sales Services, Invoice Preparations, Quotations, Daily Sales Report inputs in addition to Data Entry, timely Weekly Sales Submission to Center Manager and including other Ad-hoc duties.
- Received Extraordinary commendation letter from superior for excellent work performance and contributions.

Reason for leaving: Company ceased operation

JARDINE CYCLE & CARRIAGE INDUSTRIES PRIVATE LTD. – 2004 - 2009

Singapore

Technician

Duties and Responsibilities

- Responsible in Service and Repair of Light Automotive Vehicle (Mercedes Benz)
- Conduct Electrical and Mechanical trouble-shooting and diagnosis
- Execute Auto-Transmission and Engines Overhauling drivetrains of the vehicles.
- Specialized in Conducting Wheel Alignment, Suspension repair including Air-conditioning maintenance
- Qualified Test Driver accounted for conducting Quality Checks on serviced & repaired vehicles.
- Qualified technician to handle AMGs, DTMs, MAYBACHs, Embassy(s) High Security Cars, Singapore President Car and Johor Royal family fleet of Mercedes Benz.

Reason for leaving: Looking for better career advancement

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Accomplishments

- Attended Bridgestone Tyre Sales Singapore Pte. Ltd. – Basic Tyre Knowledge, Tyre Maintenance, and Possible Causes & Damages.
- Achieved Certificate in the BMW Advanced Driver Training at Pasir Gudang, Malaysia.
- Received Letter of Appreciation for the Organisation of Opening of Man Truck & Bus Centre at Singapore Technologies Kinetics Ltd.
- Attainment of Certificate in Communication and Relationship Management – Operations at Kaplan Institute.
- Certified Mercedes-Benz System Technician at Mercedes-Benz Singapore.
- Certified Mercedes-Benz Maintenance Technician at Daimler (MB Singapore).
- Attainment of Certificate for Automotive Mechatronic at Daimler (MB Singapore).
- Attainment of Certificate for Electronics for Automotive Technicians at Daimler (MB Singapore).
- Attainment of Certificate of Traineeship for Automotive Technology (Light Vehicles).
- Completed Singapore National Service in Singapore Police Force.
- Attainment of Certificate of Accomplishment for Junior Officer's Basic Course.

Skills

- Fluent in spoken and written English and Malay.
- Computer Literate with proficient software knowledge of Microsoft Office, Adobe, Citrix, Maximo (IBM), GDMS, Kerridge System, SAP, ERP, IN-Flow System, Odoo and MYOB.

Educational Development

- Nitec in Automotive Technology (Light Vehicles) 2004 – 2006
- 'N' Level at Clementi Town Secondary School

Reference

Teng Guo Shi
Manager
ST Engineering Land Systems

Tel: +65 9627-4891

Eratraga Wirya
Operation Manager
Drivetrain Singapore Pte Ltd

Tel: +65 9817-4027

Edwin Tay Leong Jian
Workshop Manager
Anda Hydraulics Asia Pte Ltd

Tel: +65 8158-6717

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Additional Information

- Availability – 1 month notice
- Possessed Class 3 and 2B license, Bus and Taxi Vocational License, PPCDL License
- Last Drawn Salary – SGD\$4,500.00
- Expected Salary –\$5,000.00
- Possess own vehicle