NAME SURNAME

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Over 18 years’ P&L accountability in start-up ops, global project and transformation management

# WORK HISTORY

06. 2014 - present PQR LOGISTICS, SINGAPORE

 *Global 3PL Supply Chain Solutions Provider*

**Global Lead, LMN Department**

Responsible for the global commercial process and sales incentive program for all commercial units. Oversaw commercial CRM system with responsibilities on budget and performance monitoring and reporting.

* Met revenue targets of USD300 million through global sales process improvement initiative.
* Designed Sales Incentive Program (“SIP”) for 180 sales professionals across 6 regions, resulting in 70% increase in closure rates.
* Integrated commercial and sales performance measurement resulting in 86% productivity gains.
* Launched common-metric tracking process for commercial initiatives resulting in timely and on-budget delivery of projects.
* Led the change management transformation of the global CRM tool leading to 78% user adoption.

01. 2013 – 05. 2014 XYZ LINES LIMITED, SINGAPORE

 *Global container shipping and logistics company whose brands include XYZ and XYZ Logistics*

**Director Global Lead, ABC Department**

Responsible for the global commercial process and sales incentive program for all commercial units. Oversaw commercial CRM system with responsibilities on budget and performance monitoring and reporting*.*

* Managed the SMART Procurement initiative generating savings of approximately US$1.3M of IT run costs.
* Led multi-disciplinary engagements for more than 200 stakeholders individually and in groups, resulting in 85% take up rate in implementing improved processes within 1 year.
* Established standards for the SAP End-User Learning Strategy and manuals for 3,850 pricing, trades, customer service, documentation and finance staff across XYZ, producing over 70 training manuals.
* Created a think-tank within the organization to constantly identify new opportunities, resulting in 5 experiments and 2 project kick-offs with potential revenue uptick of 1% in 5 years.

04.2004 – 12.2012 THE SME COMPANY PTE. LTD., SINGAPORE

*Training and management consultancy firm to the pharmaceutical, banking, Government and IT sectors*

 Managing Director

Responsible for the business development and growth of the firm, including curriculum design, training delivery, and P&L accountabilities

* Trained close to 4,000 corporate executives in Asia.
* Designed 34 bespoke leadership and soft skills training programs for international financial institutions, global IT companies and Government agencies.
* Expanded the business from a start-up to a company with 25 associate trainers/consultants and a portfolio for more than 20 consultancy & training products, generating close to $1m in sales.
* Developed channel partners in Sri Lanka, Malaysia and China contributing to 30% of incremental sales.

02.2003 – 03.2004 THE OTHER SME COMPANY PTE. LTD., SINGAPORE

*One of Singapore’s most prominent media production, training and events company*

 **Vice President, Business Development**

* Implemented the 3-day mega “Made In Singapore” concert showcasing top local music talents across 3 decades.
* Secured more than $500,000 in sponsorship.

# EDUCATION

01.2008 – 03.2010 UNIVERSITY OF CHICAGO, BOOTH SCHOOL OF BUSINESS,

Chicago, Illinois

Master of Business Administration

09.1995 – 02.1998 **CURTIN UNIVERSITY OF TECHNOLOGY,
Perth, Western Australia**

 Bachelor of Commerce, 1st Class Honours

# awards & affiliations

2016 Awarded Public Servce Medal, Pingkat Bakti Masyarakat (PBM)

2016 – present Organising Chairman, Jurong Arts & Music Fest, Taman Jurong, Singapore

2014 – 2017 Chairman of the Open Gallery Project in Taman Jurong Constituency, Singapore