**Joyce Tan Hooi Shen**

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8, Jalan Prai Off Jalan Meru,

41050 Klang, Selangor.

**Work Experience**

2023-2024 **Top Asia Logistic Sdn Bhd**

 *Customer Service*

* Managed inquiries and logistics for over 30 groups export clients.
* *Provide monthly quotation to customers and facilitated bookings with shipping liners.*
* *Coordinated export container logistics from door to port, liaising with 3 parties (haulier, factory & customer) to ensure timely delivery.*
* Prepare and process invoices
* *Ensure the invoice charges from liner and haulier are correct.*
* *Prepare invoice and collect payment from customer.*

2016-2022 **Oribags Sdn Bhd**

 *Senior Operation Coordinator*

* Handling different marketplaces, etc website (Shopify), Shopee, Lazada
* *Perform listing for all products*
* *Attend to all the orders received from different marketplaces*
* *Create promotion in long term basis & also seasonal period to boost sales for all the marketplaces*
* Purchasing
* *Track inventory and restock goods from local supplier when needed*
* Inventory management
* *Perform stock checking on monthly basis to ensure all the stocks are tally with SQL.*
* Customer service
* *Provide before and after sales service to fulfill customer satisfaction*
* *Example: Warranty claim, Enquiry on product changes or cancellation*
* Input invoice, delivery order, stock control in SQL software
* *Ensure all the details are inputted accurately for tracking and audit purpose*
* Retail shop
* *To assist in providing services to customers*
* *Participate in fair and ensure all the stocks are always available*
* *Attend to walk in customer enquiry*

2013-2016 **Aster Spring International Sdn Bhd**

 *Skin Care Therapist*

* Provide face & body treatment

*Facial, hair waxing, body scrub & mask*

* Inventory management
* *Perform stock checking on weekly basis to ensure all the stocks are available*
* Sales & Telemarketing
* *Attend training to keep up-to-date on all the information and knowledge in beauty industry.*
* *Provide before and after sales service to customer by constantly follow up with their skin condition & issue*
* *Promote new packages and products to existing customer*
* *Maintain* *relationship with customers to ensure customers are satisfied with the services provided*

2012-2013 **JF Beauty**

 *Beautician*

* Provide facial treatment to client

**Education**

2011-2012 Beauty Pro Academy

2006-2010 SMJK Kwang Hua

**Additional**

Language: Chinese Mandarin, Cantonese, Hokkien, English, Malay

Skills: Microsoft Office (Word, Excel, Powerpoint), Canva Design, SQL