

KUAN EU JIN

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**ACADEMIC ACHIEVEMENTS**

- **Ministry of Education**
 - Teaching Permit for Private Institutions of Higher Learning
- **CPA Australia - Program Segment Examinations**
 - Certificate of Merit for High Distinction - Management Accounting
 - Certificate of Merit for High Distinction - Treasury
- **Bachelor of Commerce, University of Melbourne**
 - Dean's Honours List for 1994 Annual Examinations
 - Dean's Honours List for 1995 Annual Examinations
- **Canadian Matriculation Program, Sunway College**
 - Highest standing in Computers & Problem Solving
 - Highest standing in Accounting
- **SPM, S.M. Sam Tet, Ipoh**
 - 8As
- **Renong Group Scholarship Trust Fund**
 - Awarded full scholarship for tertiary education

SUMMARY

I am 47 and have 24 years of work experience. During this period, these were my key career accomplishments:

- Handled the entire Annual Business Planning process and prepared the Board Papers for approval (Marak Unggul for KTMB)
- Turned around the central workshop of a large bus company (Park May Berhad)
- Set up and managed the maintenance arm of a startup bus company (Triton Group)
- Turned around the Station operations for FedEx Senai, Johor
- Turned around the Station & Clearance operations for FedEx Penang
- Rejuvenated the RM2.7bil Penang Sentral development (which was dormant for 2 years) by engaging the federal government and relevant federal agencies
- Facilitated and handheld a key investor to set up an RM0.7 bil automotive logistics hub in Batu Kawan, Penang
- Setup a Joint Venture company between PKT Logistics Group Sdn. Bhd. and Daisei every24 Co. Ltd. (Japan); Led & completed the construction of its RM2.5 million cold warehouse
- Played a lead role in increasing PKT's non-automotive revenue from RM 5 mil per month (June 2015) to RM 15 mil per month (Dec 2020)

My personal strengths are my independence, integrity, adaptability, attention to detail, commitment, energy and perseverance. I believe strongly in making a positive impact in whatever role I play, whichever organization I am in.

WORK EXPERIENCE

Position : **CHIEF MARKETING OFFICER**
Company : **PKT LOGISTICS (M) SDN BHD**
Period : **JUNE 2015 – PRESENT**

My role in this position is to

- Lead the Business Development Department towards achieving PKT's goal in increasing revenue contribution of non-core segments from 9% to 40%.
- Mentor and motivate the Business Development team (comprising fairly junior sales personnel) to provide their peak performance in selling
- Develop the Business Development team to grow from selling logistics services to selling logistics solutions
- Setup marketing & sales support resources ie. website sales lead follow-up, costing & price-setting, corporate presentation decks, corporate brochures, slide presentations, customer service, participation in exhibitions, launching & customer events, press releases etc.

These are the major achievements of the PKT Business Development team during my tenure here:

- Secured the following Very Large and Large accounts:
 - Lam Research International Sdn Bhd
 - Jabil Circuits
 - FamilyMart
 - Daiso Singapore Pte Ltd.
 - Robert Bosch Malaysia
 - Sime Darby Industrial
 - BMW Motorrad
 - Weststar Maxus
 - Top Glove
- Setup PKT every24 Logistics Sdn Bhd - a Joint Venture company between PKT Logistics Group & Daisei every24 Co. Ltd (Japan)
- Led & completed the construction of PKT every24 Logistics' RM2.5 million cold warehouse
- Expanded PKT's service offerings to include cold logistics
- Expanded PKT's service offerings to eCommerce logistics
- Set up a KPI reporting system for all departments within the Group of companies

Position : **SENIOR GATEWAY MANAGER**
Company : **DHL EXPRESS (MALAYSIA) SDN BHD**
Period : **NOV 2014 – MAY 2015**

My role in this position is to

- Lead the DHL Subang Gateway in improving the productivity and efficiency and bring about higher service levels to DHL's customers in terms of the Inbound and Outbound sorts (shipment sorting to its destination) and Customs Clearance
- Drive and motivate a team of 4 Operations Managers and their corresponding team members (total headcount of about 70 staff) to meet service and productivity KPIs
- Oversee the operations of the other DHL Gateways in the country – Johor Bahru, KLIA and Penang.

These are the major achievements of the DHL Subang Gateway Team during my tenure here:

- Planned, coordinated and executed plans to transition to the Goods and Service Tax implementation on 1 April 2015 for the Customs Clearance and Shipment Handling operations with minimal impact on Customs Clearance and service delivery
- Replaced the team of approximately 50 contract workers at short notice with minimal impact on service delivery
- Worked with the Regional Network Control Group in coordinating the upgrade of the aircraft from a Boeing 757 to a Boeing 767

Position : **DIRECTOR, LOGISTICS DIVISION**
Company : **NORTHERN CORRIDOR IMPLEMENTATION AUTHORITY (NCIA)**
Period : **MARCH 2010 – OCTOBER 2014**

NCIA is a statutory body reporting to the NCIA council (chaired by the Prime Minister of Malaysia) which provides direction and devises policies and strategies in relation to socio-economic development in the Northern Corridor Economic Region (NCER).

I head the NCIA's Logistics Division and my role in this position is to:

- Attract and facilitate investments in the logistics and transportation sectors within the NCER
- Set down plans and strategies to achieve the above objective, then lead, manage and motivate the division to work towards the set direction
- Act as a convenor, enabler and facilitator for the logistics and transportation sector in the NCER especially in relation to the abovementioned investments
- Engage middle to senior officers in relevant government agencies in the above efforts including the Economic Planning Unit, PEMANDU, Ministry of Finance, Royal Customs Department, Ministry of Transport, State Secretaries' Offices, City Municipalities, Penang Port Commission, Malaysia Airports Berhad and many others.

These are the major achievements of the NCIA Logistics Division during my tenure here:

- Rejuvenated the dormant RM2.7bil Penang Sentral project, a property development initiative centred around an integrated public transport terminal. This included obtaining the Economic Council's endorsement (the highest decision-making body in the federal government for economic matters), kick-starting the land acquisition process and obtaining funding from the federal government for the terminal

- Commissioned and managed several economic studies such as the Padang Besar Inland Clearance Depot feasibility study, the Border Economic Transformation Programme study and the Water Transport feasibility study cum Penang State Transport Masterplan study
- Facilitated the Logistics and Public Transportation subgroup lab in PEMANDU's Cities & Corridors Lab between June and November 2011. This lab produced major Entry Point Projects such as the One Automotive Hub and Penang Air Cargo Complex Consolidation
- Initiated and worked with Agilent's Global Logistics Director to form the Supply Chain Cluster (SCC), a voluntary private-public action group comprising senior supply chain practitioners from Intel, Agilent, Motorola, DHL, Royal Customs Department, NCIA and others. Initiatives carried out by the SCC include the Leadership Dialogue and GST Workshop (Feb 2014) and the GST Forum (May 2014) which received wide acclaim by the industries
- Assisted and handheld PKT Logistics Group to set up their RM0.7 bil automotive logistics hub in Batu Kawan, Penang. This included engaging and lobbying the state government and its development arm Penang Development Corporation for land acquisition and engaging the Ministry of Education for the integral university component
- Assisting and handholding Shell Malaysia in shifting their oil storage depot in Butterworth to a location within Penang Port
- Assisted and handheld a US reverse logistics company, PALCO Inc. to set up their Asian base in Penang in 2013. In the process, presentations and submissions were made to the Ministry of Finance and Royal Customs Department to obtain an exemption for repair activity in the Free Commercial Zone
- Assisted and handheld a US independent distributor of electronic components, World Micro Inc. to set up their first overseas base in Penang in 2011
- Assisted Mazda Malaysia Sdn Bhd in their human capital development initiative to support their new ASEAN manufacturing hub in Kulim, Kedah. This initiative involved bringing 34 trainers from Mazda Corporation, Hiroshima to train locals assembly workers on Mazda's international car assembly standards
- Assisted Inokom Sdn Bhd in their human capital development initiative to enlarge the workforce and cope with increased assembly volume. This involved putting fresh hires through a tailored theoretical and on-job training regime before absorption by Inokom
- Initiated and coordinated a CSR collaboration initiative with Nestle Manufacturing (Malaysia) Sdn Bhd's Nestle Paddy Club, based on the Shared Value Concept. This involved creating business opportunities, reducing planting costs and providing automation to paddy farmers

Position : SENIOR MANAGER, OPERATIONS
Company : FEDERAL EXPRESS SERVICES (M) SDN BHD - PENANG
Period : OCTOBER 2007 – FEBRUARY 2010

My role in this position is to:

- Lead FedEx Penang Operations in Station pickups and deliveries, customs clearance operations and flight ground handling.
- Drive and motivate a team of 8 Operations Managers and 1 Operations Specialist to meet service, productivity and cost efficiency Key Performance Indicators
- Lead the entire Operations team to work closely with Sales and Customer Service to improve service levels
- Maintain & enhance employee morale and motivation for them to deliver their best performance

These are the major achievements of the FedEx Penang Operations team during my tenure here:

- In-Plant operations for Global customers especially Fairchild, Intel and Agilent were improved and enhanced, winning customer's satisfaction. As a result, new shipping lanes for Europe, Asia and Brazil were rolled out successfully and remain active
- Penang Station cartage agent cost was reduced by 25% in early 2008 by improving controls and optimizing usage
- Penang Station undertook a route restructure exercise in Jan 2009 to see these gains:
 - Improved courier productivity – reduced OT by 40%
 - Reduced reliance on cartage agents – further 30% reduction of agent costs
- Penang Clearance Operations improved its Pre-clearance and CSDD (Cleared for Same Day Delivery) by at least 2% from FY08 levels
- Despite a significant drop in volumes since the downturn in September 2008, Penang operations met the following targets:
 - Cost efficiency – Staffing Cost Per Package, Operations Cost Per Package
 - Productivity – Package per Employee

Position : OPERATIONS MANAGER
Company : FEDERAL EXPRESS SERVICES (M) SDN BHD - SENAI, JOHOR
Period : MARCH 2005 – MAY 2007

The general duties of this position were:

- Manage daily Station Operations (Couriers, Station Agents and vendors) - ensure timely and quality pickups & deliveries
- Work closely with Sales and Customer Service to ensure quality service to customers
- Manage Team of Export Clearance Agents to achieve:
 - Accurate and efficient export declaration and return of K2 forms to customers
 - Timely departure & arrival of shuttle vehicles to gateway for uplift
 - Trouble-free customs clearance at Malaysia & Singapore borders
- Manage & coordinate Brunei operations which is operated by a licensed agent
- Manage & coordinate Muar, Batu Pahat & Kluang operations operated by licensed agents
- Manage longhaul (KLIA to JHB) transport vendors

The following were significant achievements in the course of the above duties:

- Reduced substantially, incidences of missed uplifts for export shipments via Changi
- Restored motivation levels of staff in Senai station
- Achieved strong revenue growth for Senai station through strong support of Sales & Customer Service teams and quality service to customers
- Simplified export declaration process resulting in operational cost savings
- Shortened transit times for Brunei inbound documents
- Improvement in operating KPIs

Last Position Held : ACTING GENERAL MANAGER
Company : TRITON ENGINEERING SDN BHD
Period : JANUARY 2002 – FEBRUARY 2005

The main task of this position was to set up and manage the fleet maintenance department for the company which had just ventured into the public transportation industry. The following were achieved:

- Designing an organization structure for clear separation of duties and accountabilities
- Recruiting appropriate candidates to staff the workforce
- Establishing a network of suppliers and contractors
- Set operating procedures and documentation for operations, store & purchasing
- Implemented an operating software system

When I left the company, the fleet maintenance arm maintained a total of 150 buses, staffed by 46 people while achieving the following operating statistics:

- An average fleet availability of 85% for 2004
- 38% lower maintenance cost compared to competitor
- An average rate of breakdown during operations of approximately 2%

At its peak, Triton buses plied routes to Kota Bahru, Alor Setar, Penang and Melaka daily with reliability levels that rival the leading competitors.

Last Position Held : SENIOR MANAGER, TECHNICAL SERVICES
Company : PARK MAY BHD
Period : AUGUST 1999 – DECEMBER 2001

Prior to my joining Park May Berhad, its central workshop was experiencing high fleet downtime and maintenance costs. Thus, the following crucial measures were put in place:

- Revitalised and strengthened preventive maintenance activities
- Restructured department for clearer responsibility and accountability
- Introduced new lifeblood into workforce
- Communicated continuously to all departmental staff to motivate and drive them
- Implemented an operating software system

The workshop managed to achieve the following:

- Reduced backlog of heavy repairs by 60% in 4 months
- Improved fleet availability from 60% up to 85% in 10 months
- Reduction of maintenance cost by 30% in 12 months

Position : CORPORATE PLANNING EXECUTIVE
Company : MARAK UNGGUL SDN BHD
Period : OCTOBER 1997 – AUGUST 1999

As an executive in the Corporate Planning department of this Special Purpose Vehicle for Renong Berhad to privatize the Malayan Railways, the following Finance/Corporate duties were performed:

- Prepared KTMB 5-year 1999-2003 Business Plan
- Prepared board papers/presentations regarding:
 - Comparison of Buy v Lease options to acquire additional locomotives

- Comparison of options to abort or honour a contract to supply 22 Komuter trains
- Proposal to Ministry of Transport & Ministry of Finance on sale of 22 Komuter trains to ERL
- Prepared presentations to the Ministry Of Finance regarding:
 - Operational improvements made in KTMB by Marak Unggul
 - Request for government subsidies, equity injection and funding assistance
- Prepared management reports:
 - 12-month cashflow projections
 - KPI flash reports to Renong Transport Division Office

Position : **INTERNAL AUDIT EXECUTIVE**
Company : **KINTA KELLAS BHD**
Period : **FEBRUARY 1997 – SEPTEMBER 1997**

In the Internal Audit department of Kinta Kellas Bhd (Construction Management company), the following audits were performed:

- Compliance audit of the HR and Administrative department
- Project Audit of PUTRA LRT