

Name: Khoo Yuan Lin Joycelyn
DOB: 06/06/1985
Marital Status: Divorced
Height: 158 cm
Weight: 50 kg
Nationality: Singaporean
Languages: English, Mandarin, Malay, (Conversational), Hokkien, Teochew, Cantonese
Educational: Higher Nitec Electronics Engineering
Availability: 2 weeks - 1 month notice

OBJECTIVES:

Seeking a full time flight attendant position. To create an exquisite aviation experience by providing safety, confidentiality and personalised services. I work with a demeanour that projects flawless service, discretion, flexibility and professionalism.

SKILLS:

Customer service, Teamwork Problem-Solving, Strong decision maker, Time management & organisation, Multicultural competency, Attention to detail, Great communication.

IT SKILLS:

Proficient knowledge of MS office (Word, Excel, PowerPoint, Access, Outlook, Jira System, Lotus, Adapt System, Internet).

August 2021 – Current
Afttech Engineering Pte. Ltd
PA to Director and Regulatory Officer

Responsibilities

- Maintain Director's daily meetings and appointments.
- To manage private and confidential matters assigned.
- To assist with general administrative duties.
- To perform research and compile information related to the business assigned.
- To manage and prioritize all outgoing or incoming correspondence emails, letters, packages.
- To make travel and hotel booking arrangements for the Director.
- Arranging calendars, documents, appointments, and events for the whole family members.
- Assist in various home upgrading projects and repair works.
- Source for online and/or offline purchases, handle coordination e.g., payment, shipping, insurance.
- Assist with matters concerning other household staff: domestic helpers.
- Contributing to daily tasks that may enhance the company's general efficiency.
- To keep proper filling of documentation for easy retrieval and in a secure manner.
- Complies with all MOM guidelines, and safety rules practice good housekeeping and maintain a safe workplace with supervision.
- Define and manage the standard of all related policies and processes.
- Facilities & Contract Management.
- Explaining regulations, policies, or procedures and ensuring adequate compliance with regulations.
- Advising others on matters that are related to regulatory processes and compliance.
- Providing correct and accurate technical review of data or reports.
- Overseeing the planning, coordination, and management of regulatory documentation activities.
- Examining, identifying, and interpreting relevant regulatory guidelines.
- Analysing and evaluating laws and regulations that apply to the process of determining the impact on company activities.
- Compiling and overseeing the maintenance of regulatory documentation databases or systems.
- Coordinating efforts that are related to the preparation of regulatory documents or submissions.
- Developing and maintaining healthy communication with regulatory agencies regarding pre-submission strategies, compliance test requirements, potential regulatory pathways, clarification, and follow-up on submissions still under review.
- The representative of the company and Director for all matters.

SUTL EnvironTech Pte Ltd
January 2021 – July 2021
Regulatory Officer cum Admin

Responsibilities

- Studying scientific and legal documents for overseas distributors.
- Gathering, evaluating, organising, managing, and collating information in a variety of formats.
- Ensuring compliance with regulations set by the Medicines and Healthcare products
- Maintaining familiarity with company product ranges.
- Planning, undertaking, and overseeing product trials and regulatory inspections.
- Keeping up to date with changes in regulatory legislation and guidelines.
- Analysing complicated information, including trial data.
- Offering advice about company policies, practices, and systems.
- Outlining requirements for labelling, storage, and packaging.
- Using a variety of specialist computer applications.
- Liaising and negotiating with regulatory authorities.
- Providing advice about regulations to manufacturers/scientists.
- Ensuring that quality standards are met, and submissions meet strict deadlines.
- Preparing documentation.
- Prepare documents for Lawyer to notarise
- Gather notarized documents to Singapore Association of Law (SAL) to legalized.
- Proceed to Embassy for document submission when needed

August 2020 – December 2020

Sales Executive

Responsibilities

- Meeting with clients virtually or during sales visits.
- Demonstrating and presenting products.
- Establishing new business.
- Maintaining accurate records.
- Attending trade exhibitions, conferences, and meetings.
- Reviewing sales performance.
- Negotiating contracts and packages.
- Working towards monthly or annual targets.

April 2020 – July 2020

Customer Service Officer

Responsibilities

- Prioritise and process customer orders and requests submitted by telephone, email, live chat or instant message.
- Investigate and resolve customer complaints and resolve complaints quickly and patiently, including assistance of customers who may have received their orders late, have received the wrong order or have received faulty products.
- Maintain thorough and accurate customer service records.
- Keep confidential records and financial information private and secure.
- Learn how to use database systems and technology to deliver great customer care.
- Liaise with company suppliers to arrange collections, deliveries item repairs, correspondence, and email management as needed.
- Work as part of the sales team to drive positive company sales results.
- Help customers register online and process their orders.
- Check product availability for customer orders and orders or restock items if necessary to satisfy the customer.
- Assist financial department with customers on security checks, accounting enquiries or flagged accounting issues raised by the customer.
- Communicate with customers about their orders, including any delays or changes in delivery.

Reason for leaving: The company ceased operations in Singapore.

April 2019 – August 2019

CERTIS CISCO Singapore

Sales Coordinator and PA to Vice President (Integrated Service Group)

Responsibilities

- Maintain SVP daily meetings, appointments, board meetings and Middle East monthly Global EXCO Slides.
- Handle and prioritize all outgoing or incoming correspondence (emails, letters , packages etc.)
- Make travel and hotel bookings arrangement for SVP and claims submission.
- Handle confidential documents to ensure they remain secure.
- Prepare monthly invoices to be signed by SVP for payment.
- Prepare SVP expenses for payment; financial statements and help in bookkeeping.
- Check online tender portals notices and newspaper tender daily.
- Assist in the on boarding process for new joiners; leavers and transferring.
- Coordinate with IT team on all office equipment for new joiners; leavers.
- Assist in collating multiple variations projects and price negotiation with vendors.
- Ensure all follow ups required are according to timeline.
- Compile individual commission for sales team with total headcount of 10.
- Arrange lunch/dinner delivery when needed for internal and external.
- Cater refreshments for client visits upon request.
- Approval on ISG segment team who is on medical leave.
- Coordinate and seek cheque approval when needed for tender bidding.

Reason for leaving: Boss relocated.

2018

Oliver James Associates Singapore
Office Manager Singapore (Contract)

2017

Skyscanner Pte. Ltd (Contract)
Receptionist cum Admin

2016

Robert Walters Singapore
Receptionist cum Admin

Reasons for leaving: The period from 2016 – 2018 is when I cannot fully commit to full-time employment as I am taking care of my dad was diagnose with Liver cancer.

March 2012 – March 2015

Prada Singapore
Sales Associate

Responsibilities

- Proactively acknowledged, greeted, and assisted customers in the store.
- Assist customers with exemplary and timely service.
- Provide accurate product information.
- Served multiple international customers, discovered their needs, and made recommendations to generate sales.
- Merchandised stocked and replenished the selling floor constantly.
- Maintain working knowledge of store's policies and procedures.
- Organized and cleaned store during downtime.
- Maintain good teamwork.
- Built and maintained internal and external customer satisfaction.
- Upheld brand and operational standards.

October 2009 – February 2012

Evorich Holdings Pte. Ltd

Assistant Sales Manager

Responsibilities

- Demo present how products and services work, and when a purchase is made, follows up with the architect, IDs, and any customers.
- Aid the sales manager in promoting teamwork and inspire staff by offering incentives on bonuses.
- Site visit and presentation.
- Provide targets and motivate staff to attain targets.
- Secure client and produce accounts for the team supervisor and oneself.
- Regularly deal with issues and sensitive enquiries.
- Maintains workflow by studying methods; implementing cost reductions; and developing reporting procedures.
- Creates and revises systems and procedures by analysing operating practices, recordkeeping systems, forms control, office layout, and budgetary and personnel requirements, implementing changes.
- Resolves problems by coordinating preparation of reports, analysing data, and identifying solutions.
- Ensures operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.
- Provides information by answering questions and requests.
- Maintains supplies inventory by checking stock to determine inventory level anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.
- Completes operational requirements by scheduling and assigning administrative projects, expediting work results.
- Contributes to team effort by accomplishing related results as needed.

April 2006 – October 2007

Singapore Airlines

Cabin Crew

Responsibilities

- Going to pre-flight training and briefings with pilots to retrieve flight information for each trip.
- conducting inspections on the condition and provision of emergency equipment before each flight.
- Ensuring the airline cabin is well-stocked with food and beverages and clean.
- Greeting passengers as they board and leave the plane.
- Assuring that all passengers are ready for take-off and landing
- Assisting passengers with special needs, the elderly, small children or who require medical assistance.
- Delivering first aid.
- Providing passengers with periodicals, newspapers, magazines, and in-flight entertainment.
- Selling duty-free commercial items and achieving sales goals if any
- Responding to disruptive passengers and monitoring the plane for suspicious behaviour.
- Assisting passengers in locating and using safety equipment, putting out fires and directing evacuations in the event of an emergency.
- Dealing with unruly passengers and keeping an eye out for suspicious conduct on the plane.
- Making note of any medical or safety problems that occurred on the flight preparing reports after each flight.

December 2004 – March 2006
Estee Lauder Cosmetics Pte Ltd
Beauty Advisor

Responsibilities

- Greet customers upon their arrival.
- Demonstrate proper use of makeup and skin care products.
- Cross-sell beauty products, when appropriate (e.g., serums, body lotions and hair care products).
- Identify customer needs, recommend cosmetics, and skin care products based on their preferences.
- Help clients find products they're looking for in our store.
- Ensure proper presentation of products on shelves.
- Explain to customers how to use products they're interested in buying.
- Advise customers on how to take care of their skin.
- Inform customers on prices and special offers.
- Replenish stock as needed.
- Customer service experience in retail stores is a plus.
- Knowledge of makeup, hair care and skin care products.
- Demonstrate and promote beauty products on the spot (e.g., how to apply face creams).
- Understanding of which products suit different skin types.
- Excellent communication skills.
- Ability to remain calm and pleasant during peak hours.