

Nur Amirah

Singapore

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Available with 1-month notice period

Expected Salary: \$7,000



Professional Summary

Strategic Business Manager with over 10 years of experience across 3PL logistics, sales, customer service, and operations. Proven track record in driving revenue growth, managing large teams, strong client relationships, efficiency improvement, change management and process optimisation. Experienced in business development, key account management, procurement, quotations, contracts and profit loss management.

Work Experience

Business Manager

GOGO VAN Singapore Pte Ltd | Dec 2020 - Present

- Led large-scale operational programmes across multiple stakeholders, improving accuracy and service delivery.
- Applied programme management principles and data-driven decision making to optimise workflows, resource allocation, and service outcomes.
- Drive business growth within the 3PL (third-party logistics) sector through key account acquisition, market expansion, and strategic partnerships.
- Strengthened stakeholder engagement across clients, vendors, and internal teams while driving process transformation and supporting operational policy implementation.
- Manage a monthly revenue portfolio of approximately \$900,000, with fluctuation based on client sales volume.
- Manage a workforce of 40 in-house staff and 120 subcontractors, ensuring operational compliance and service excellence.
- Strengthen client management through trust, strong relationships, and consistent delivery of results.
- Grew operations for key client IKEA from 400 to 1,000 daily orders, expanding across multiple IKEA store operations and transport solutions.
- Oversee procurement processes, including vendor sourcing and cost negotiations to support service delivery and operational alignments.
- Manage end-to-end quotation and contract processes, ensuring competitive pricing and favourable commercial terms.
- Take ownership of profit and loss management, optimising margins and controlling operational costs.
- Apply operational overhauls and change management initiatives to increase productivity, scalability, and service performance.
- Achieved manpower reduction through optimisation and process improvements.
- Oversee cross-function collaborations within operations, marketing, and customer service teams to improve workflows and support strategic decision-making.

Senior Sales Executive

Superpark Singapore | Nov 2019 - Oct 2020

- Presented local sales strategy and progress updates to the Regional Sales Director.
- Specialised in B2B and B2C sales for group events, including birthday parties and government organisation team-bonding events.
- Exceeded 100% sales KPI consistently since joining in November 2019.
- Generated leads, managed forecasting, and secured partnerships and alliances to drive cash flow.
- Conducted market research to stay ahead of trends and predict future opportunities.
- Supported marketing efforts by creating and pushing out content, campaigns, and seasonal promotions within approved budgets.
- Managed prospects across all channels including walk-ins, emails, and calls, and followed the full sales cycle from prospecting to closing.
- Coordinated with operations teams and external vendors on event planning and after-sales fulfilment.
- Prepared quotations and invoicing for clients and vendors and built strong relationships for repeat business.

Customer Service Supervisor

M1 Limited | Aug 2011 - Oct 2019

- Customer-centric professional in a corporate service environment.
- Pioneered multiple M1 call centre fixed fibre and mobile service launches.
- Performed floor management and mentorship for existing staff and led teams to meet KPI and SLA targets.
- Managed monthly scheduling by blending staff based on capabilities per shift to achieve targets.
- Analysed data and worked closely with heads of department to improve products and customer experience.
- Oversaw digital service experts and rectified orders manually where necessary.
- Managed and completed projects focused on eliminating redundancy and shifting manual work to self-service channels.
- Developed strategies and implemented SOPs to increase efficiency and streamline work methods.
- Identified operational risks and represented the market from the consumer point of view.
- Produced internal and external written replies, reports, and presentations using Microsoft Office.
- Recognised for clear spoken and written communication with both local and foreign customers.

Customer Service Attendant

Timezone Singapore | Nov 2009 - Aug 2011

- Managed store opening and closing duties, POS handling, and daily cash drawer tallying.
- Acted as a mediator when customer conflicts arose and maintained orderliness within the facility.
- Assisted patrons and performed minor repairs on game machines.
- Kept up with product knowledge and frequently changing promotions.
- Communicated product and game operations effectively across all age groups.

Core Skills

Business Development	Key Account Management	P&L Management
3PL Logistics Operations	Procurement & Contract Management	Quotation & Pricing
Team Leadership	Change Management	Process Optimisation
Customer Experience	Market Research & Forecasting	Microsoft Office

Key Achievements

- Best Customer Service Representative of 2017 (Glitz Award, internal recognition, M1 Limited)
- L.E.A.D. Programme 2018 (Leadership Effectiveness and Development) for new supervisors, M1 Limited
- Completed Service With Passion workshop, M1 Limited
- People and Performance Management (Level 4) Certification - Singapore National Employers Federation.
- WSQ Certificate in Workplace Safety and Health (Ongoing)
- Business Solution Data Camp - GOGO VAN collaboration with students from University of Newcastle at Singapore University of Social Sciences (June 2024)
- Supply Chain Professional Development Programme SCPD08 - Business Logistics Management Temasek Polytechnic

Education

Commonwealth Secondary School - 4 GCE 'O' Levels (Graduated 2008).

Personal Details

Age: 34 years old	Date of Birth: 21 August 1992
Marital Status: Married	Nationality: Singaporean