



NAW KAPWEL PAW

Operation Manager

Experience

Operation Manager

2020 – Present

PT.NCS Line Worldwide (Myanmar)
Co., Ltd.

Efficiently optimizing freight rates, I maintain effective communication with shipping lines and airlines for import/export activities. Independently, I coordinate with airlines, agents, warehouses, and inter-companies. My priority is customer focus, ensuring prompt responses and the resolution of queries. In addressing urgent cases, I provide timely solutions and perform cost verification in the web-based freight management system. I also generate accurate invoices within agreed deadlines, aligning with company objectives. Proactively tracking goods en-route, I resolve issues to prevent delays. Additionally, I supervise team processes, ensuring consistent development and task adherence. Providing sales support, I strive to achieve company-directed profit margins. Lastly, I handle any additional duties and projects assigned by Jakarta headquarters.

Customer service Executive

2017 - 2019

PT.NCS Line Worldwide (Myanmar)
Co., Ltd.

Customer Service Representative (C.S.R)

2013-2017

Fun City Landmark Leisure Group. (Dubai, UAE)

I assist customers with directions and information to enhance the playground experience, inform them about solutions to improve sales, and provide excellent service for their safety, happiness, and satisfaction on the floor. Additionally, I manage the safe operation of rides, shows, and attractions, address customer complaints effectively, ensure cleanliness and orderliness of work areas, and report daily and weekly happenings to the manager.

Catering Assistant

2010-2013

Emirates Flight Catering LLC. (Dubai, UAE)

I prepare food items to Emirates Flight Catering standards, adhering to health, safety, hygiene, and sanitation guidelines for all products. I ensure the quality of food products through the X-Ray method and follow the established policies and procedures for operational flow at each station.

Customer Service Executive

2009-2010

Blue Ocean Logistics Agency Myanmar (BOA)

Customer Service Executive/ Export Booking

2006-2009

Star Line Agency Asia Ltd.

Export Booking Assistant

2003-2006

Advance Container Line (APL Shipping)

Receptionist @ Administration Assistant

2000-2002

Dagon Brewery Co. Ltd.

I am Naw Kapwel Paw, Operation Manager with 4 Years experience. I'm specialist in handling and managing day to day team operation with considerable experience to read trends.

☎ +95 944 982 3717

✉ kapwel@gmail.com

📍 521, Awaiyar St, Insein Twp,
Yangon, Myanmar, 11011

Education

Degree

- Bachelor of Science (Physics) /
Yangon University

Certificate

- Office Application
Computer Course
- Front Office Operations
Hospitality Course

Skills

- Strategic Planning
- Staff management & Time
management
- Decision-making skills
- Problem-solving skills &
Interpersonal skills
- Communication skills &
Organizational skills
- Leadership skills & Adaptability

Interest

Travelling/ Community activities/
Knitting/ Poetry writing