



Phyo Han Kyaw

PROFILE

I am a dedicated and experienced Team Senior Associate such as department (Last Mile, First Mile and Sort Center) at Shop.com.mm (Daraz) An Alibaba Group with over three years in the logistics field. My expertise includes human management, team communication, IT skills in technical documentation and Microsoft applications, office administration, and project management. I excel in communication and collaboration with colleagues, assisting in contingency plan development. My career in logistics, sales, and marketing showcases my initiative, professionalism, strong work ethic, analytical thinking, and detail-oriented project inspection. I am proficient in business performance analysis, customer collaboration, and people and business management, consistently demonstrating motivation and effective time management..

PROFESSIONAL EXPERIENCE

Team Senior Associate

Shop.com.mm

Dec 2019 – Sep 2023 (Yangon)

(Daraz) An Alibaba Group

- ✚ **My expertise is** in strong understanding about the Logistics System and E-commerce platform and their application.
Logistics Systems Management: Proficient in LOP, LNP, LMS, TMS, WFM.
- ✚ **Inbound and Outbound Process:** Manage the receipt and dispatch of packages using the LOP system. Inbound involves scanning and receiving packages from various destinations. Outbound entails allocating these packages to the respective delivery personnel after the inbound process.
- ✚ **Cancel Process:** Handle package cancellations due to errors or incorrect shipments. This involves retrieving the package from the customer and ensuring it is permanently removed from the system without being sent back, adjusting the records for the tenant and the original seller.
- ✚ **Collection Point Process:** Supervise collection points where customers who do not want home delivery can pick up their orders from our office.
- ✚ **Express Package Process:** Prioritize and manage express packages to ensure timely delivery.

CONTACT



Address

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SKILLS

- ✓ Strong using system
- ✓ Web Service and Web Application, Ai web
- ✓ Teamwork
- ✓ Order accuracy and efficiency
- ✓ Leading, Training
- ✓ Management and Communication
- ✓ Leadership and team management
- ✓ Customer service
- ✓ Logistics & Supply Chain Management.
- ✓ Advanced Computer Skill
- ✓ Solving Computer Error, Virus Cleaning, Maintenance etc
- ✓ Motivation of others and good time management

PERSONAL DETAILS

Nationality - Myanmar

Date of Birth- 2001/Aug/12

VISA Status - Visit Visa

Marital Status – Single

LANGUAGES

Myanmar - Mother language

English - Intermediate

COURSES PASS

- ✓ [Mini MBA](#)
- ✓ [Diploma in IT](#)
- ✓ [HR Basic](#)
- ✓ [Business Management](#)
- ✓ [Financial Management](#)
- ✓ [Sales&Digital Marketing](#)
- ✓ [Typing](#)

Education

No.1,High School Education
(Marticulation)

Websites&Social Links



www.linkedin.com/in/phyo-han-kyaw-98677a26a

References:

Available upon request.

- ✚ **Return Process:** Manage returns when a customer receives an incorrect item despite having paid online. The process includes accepting the return, verifying the error in the warehouse, and then either providing the correct item, issuing a refund, or offering a one-time coupon based on the customer's preference.
- ✚ **Package Management:** Oversee the entire lifecycle of packages from origin to destination, ensuring accurate delivery and maintaining high customer service standards
- ✚ **Team Leadership and Communication:** Skilled in human management, fostering team communication, and collaboration.
- ✚ **Technical Documentation and IT Skills:** Competent in technical documentation and proficient in Microsoft Office applications.
- ✚ **Project Management:** Expertise in planning, executing, and monitoring logistics projects.
- ✚ **Problem-Solving:** Proficient in analyzing customer issues, identifying root causes, and implementing effective solutions promptly.
- ✚ **Process Improvement:** Skilled in streamlining operations and improving efficiency through process optimization and adherence to logistics protocols.
- ✚ **Office Administration:** Efficient in office management tasks to support smooth operation
- ✚ **Training and Development:** Experienced in training new staff members on logistics systems, daily processes, **KPIs**, **SOPs**, backlog processes, and other logistics rules.
- ✚ **Logistics Systems:** Familiarity with logistics systems and their application, including.

Archivement

Awarded the Best Hub Award at Shop.com.mm (Daraz)An Alibaba Group for exemplary leadership and operational excellence in logistics. Recognized for consistently meeting and surpassing SOPs, KPIs, system backlogs, and logistics rules, showcasing adeptness in logistics systems management and team leadership.

Activity

- ✓ Playing
- ✓ Research
- ✓ Studying
- ✓ Music
- ✓ Swimming
- ✓ Walking

Waiter

Al-Baghdadi Coffee Shop L L C

Jan 2024 – July 2024 (UAE)

- ✚ **Provided attentive service** to dining guests, ensuring a positive dining experience.
- ✚ **Managed multiple tables** efficiently during peak periods, maintaining quality service standards.
- ✚ **Collaborated with kitchen staff** to ensure timely and accurate delivery of food orders.
- ✚ **Received commendations** from management and positive feedback from customers for outstanding service.
- ✚ **Greeted guests upon arrival**, escorted them to tables, and provided menu recommendations.
- ✚ **Processed orders accurately** and communicated special requests to the kitchen.
- ✚ **Maintained cleanliness and organization** of dining areas, adhering to hygiene and safety protocols.
- ✚ **Assisted in training new staff** members on service standards and restaurant procedures.
- ✚ **Speed and Efficiency:** Working quickly and efficiently during peak hours to minimize wait times for customers while maintaining service quality.
- ✚ **Cash Handling and POS Operations:** Managing cash transactions, operating POS systems, and balancing cash registers accurately at the end of shifts.
- ✚ **Team Collaboration:** Working effectively as part of a team, communicating with kitchen staff and fellow servers to ensure smooth operations and excellent service delivery.