

JUANJUAN WANG

Highly talented and professional procurement specialist. Extensive experience completing administrative tasks and maintain organized approach to procurement. Multi lingual, multi industry experience in Purchasing, Sales, Inspection/Testing, Logistics, Administration, Oil & Gas, Customer Service with abroad understanding of import & export, logistics, customer care.

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Career Objective: To obtain a position of responsibility and work in a professional organization and challenging environment as an asset to the company where I can integrate my knowledge in the field of testing/certification, import/export, procurement, buyer, office administration, sales, logistics, executive assistant and any other field, where I can utilize my diverse range of skills and experience while at the same time gain valuable knowledge to help further my career and make your business more successful.

Industry Expertise: → Buying, Sourcing and Procurement → Logistics, Import & Export
→ High End Customer Service → Executive Assistant, Administration & HR

Personal Information:

Nationality: Chinese

Languages: English (Proficient), Chinese (Native), Korean (Intermediate)

Marital Status: Single

Date of Birth: May 25th 1985

Professional Experience:

Import&Procurement Manager
(Chinese/English Bilingual)



Royal International Hotels Supplies LLC
(City Seasons Group subsidiary company)

Mar. 2019 – Mar. 2020

- Built department and established procurement policy/procedures for company.
- Implemented supplier optimization, negotiated new supply agreements – AED1M around in cost reductions.
- Deployed Procurement sourcing processes - in cost reductions. Proactively and efficiently monitored our city seasons groups' budget while handling a myriad of large procurement on their behalf.
- Review and analyses all vendors/suppliers, supply, and price options to be able to choose the best supplier that can provide services/products that fits the standards and budget of the company. Negotiated with vendors for improved pricing and delivery.
- Maintain and update list of suppliers and their qualifications for quick reference to be used in future purchases and comparison.
- Develops plans for purchasing equipment, services and supplies, checking specifications and quantities.
- Create and maintain inventory of all incoming, current supplies, purchases and pricing to secure reliable information and accurate data.
- Develop and administer contract management plans, negotiate changes and modifications, supplier performance management and compliance requirements through effective supplier relationships to enhance business outcomes.
- Plan and lead contract negotiations in the establishment and review of supply arrangements to deliver value for money procurement outcomes.

Accomplishments: Drove increases in revenue and margin while delivering on quality, price, process and efficiency. Managed company's procurement and strategic sourcing with over AED 2 million in spend. Negotiated with suppliers, built and led teams and ensured consolidation and leverage of purchases throughout the company. Developed new quality standards for better quality performance and reliability.

Customer Care Representative (Chinese/English Bilingual)

Mobitrans FZ-LLC [Dubai]

Jul. 2017 – Mar. 2019

- Handling UK, USA, Singapore customer complaint across multiple channels including phone, email, voicemail, social media and messenger channels. Addressing their needs, complaints, concerns or other issues with services.
- Responding efficiently and accurately to customers, explaining possible solutions, and ensuring that customers feel supported and valued.
- Engaging in active listening with customers, confirming or clarifying information and diffusing angry customers, as needed.
- Building lasting relationships with clients and other call center team members based on trust and reliability.

Accomplishments: Attained 97% customer satisfaction level through demonstration of highly effective complaint response and problem resolution strategies.

Procurement Clerk

Al Composites Materials FZE [Dubai,UAE]

Mar.2017 – Jul. 2017

- Identification and establishment of local, regional and international supply sources in order to identify the most competent vendors.
- Monitor / assess performance and build relationships with key, competent & reliable suppliers
- Negotiate best possible purchasing terms with vendors and suppliers in conjunction with senior management as well as other relevant departments. Negotiates with suppliers to meet quality, delivery, and cost objectives.
- Executes contract negotiation and development in coordination with Sourcing Manager. Establishes and maintains rapport with all levels of supplier personnel.

Accomplishments: Procuring the quality item and raw material with lowest cost with minimum inventory. Ensure minimum ageing stock and successfully procured materials for the factory. Efficiently completed whatever task assigned other than related to procurement. Cost reduction by developing new vendors and renegotiating the prices.

Executive Assistant to GM(Temp.) Kingfisher **Kingfisher(Shanghai) Sourcing Consultancy Co., Ltd. [China]** Oct. 2014 – Jun.2015

- Develop excellent and professional working relationship with the KSO Management Team and Directors. Responsibility for organizing, and preparing GM regular meetings (Monthly function meetings, Management and Executive Away Days)
- Maintain GM calendar up-to-date, assisting and supporting various roadshow activities and programs to align with brand and trade marketing strategies to achieve business objectives.
- Assist on the arrangement of flight tickets, accommodation, transportation, visa, and meeting schedule, business traveling

- Prepare expense/claim reports on behalf. Handle sensitive and confidential information and documents.

Accomplishments: Coordinated team events and town hall activities at the best yet economical locations – saved expenses. Coordinated all department functions for team of employees. Successfully planned and executed corporate meetings, lunches and special events for groups of Kingfisher employees. Provided backup support to GM & other departments which was highly admired by the GM.

Certification Coordinator



TUV Rheinland Middle East FZE[Dubai,UAE](Market Access Services)

Jan. 20 13 – Sep. 2014

- Responding to customer calls and handled customer's query, SASO certificate of conformance request daily.
- Verifying whether the shipping goods are complying with Saudi or international Standards or not. If it's complying with Saudi or international standards will forward the shipping documents to inspection department for scheduling inspection, vice versa will tag sample for lab testing and keep customer informed regarding testing fee.
- Check inspection reports once received and if the inspection is satisfactory will ask customers for corrective actions if require.
- If the inspection is satisfied. Ensures correct and timely creating COC draft and send it to client for confirmation.
- After customer confirmed and ensure correct and timely issuance of original Certificate of Conformance (CoC) for KSA.

Accomplishments: Contributed in supporting the sales to meet the target and increase business, support technical officer to serve clients well and meet clients' needs.



Business Assistant to GM

DQE Int'l Drilling Company[Iraq] (Marketing Department)

Sep. 2012 – Jan. 2013

- Maintain good relationship with existing customers and assist GM to develop positive customer relationships which result in increased business.
- Understand customer needs&assist GM in the development of project solutions that satisfy those requirements&provide opportunities for DQE.
- Interact with GM to maintain relationships with customers during drilling contract execution, especially from the point of generating additional work orders. Assisting GM to gather and analyst market intelligence for new projects and opportunities.
- Following bid impairments to prepare the bid/tender commercial & technical tender packages to submit to the bidder without delay.
- Assists in other duties as assigned by general manager (Like issuing & making the contracts, MOU between DQE and the company/contractor).

Accomplishments: Contributed in supporting the general manager to meet the target and increase business.

Sales & Buyer



Integrated Tubulars & Oilfield Supplies FZCO[Dubai,UAE]

Nov. 20 11 – Sep. 2012

- Maintain good relationship with existing Chinese customers and develop the new Chinese customers.
- Follow through on key aspects of order fulfillment, timely delivery, after-sales service & bill collection
- Coordinate with customer to identify exact requirement, quantities and delivery schedules.
- Responsible for price negotiation and expediting of purchases.Ensure high quality of goods, part or material purchased and at minimum cost with timely deliver. To find alternative material and sourcing to get competitive prices.

Accomplishments:Contributed in increased sales to customers by visiting and developing new client. Attracting Chinese customers to purchase from the company. Supported the entire logistics process to ensure smooth flow of product and related information to the customer.

Certificate Coordinator



Bureau Veritas[Dubai,UAE](Government Service & International Trade)

May 2007- Aug 2011

- Enter all PSI (pre-shipment inspection) files' data into the database system in a timely manner.
- Verify accuracy of data inputted into the database. Track documents received and completion dates combining data from various systems to compile on spreadsheets. Assist commercial expert team to issue CRF (CLEARANCE REPORT FINDINGS).
- Receiving final documents from the exporter or liaison office to make sure all mandatory documents are collected. Certifying all GHANA, ANGOLA, GUINEA files' certificate daily and without delay.

Accomplishments: Supported the commercial expert team to meet the target and contributed in to Angola team for certifying the COC.

Buyer & Export Coordinator

Defeng Machinery Mfg. CO. LTD. (China)

Jun 2004- May 2007

- Responding to customer calls and handled customer's query and prepare quotations.Handled customer complaints in a professional manner including feedback from customers, ensuring that all customers' problems are promptly handled.
- Processing customer order entry right from an order. Preparation of export documentation according to the importing countries rules and regulations, including certificate of origin, Inspection files, import license, checking letter of credit & related documents.
- Coordinate production delivery date between Client and Production Department.Coordinate shipping schedule and all the needed documents between Logistics and client. Follow up on shipments: Preparing shipping advice and send it to client.
- Responsible for contacting customers regarding account collections and past due accounts.

Accomplishments: Supported the entire logistics process to ensure smooth flow of product and related information to the customer.

Education: Business English[Technical secondary school, equivalent to High School] Yantai Information Engineering School Sep.2002 – Jul.2005

Skills & Knowledge:

- Excellent knowledge in M.S. Office (Excel & Word), PPT and Photoshop, analytical, organization, interpersonal and communication skills.
- Ability to multitask, Problem Solving, Collaboration, Adaptability, Critical Thinking, Strong Work Ethic, Time Management, Handling Pressure
- Knowledge of principles and processes for providing customer and personal services.Procurement of material, material management. Billing, Budgeting, Documentation, Vendor management.

Self Evaluation:

→**Work:** Serious and responsible work, down-to-earth, meticulous and patient, ambitious, hands-on, diligent in thinking and summarizing, creative; able to endure hardships, with increased organizational skills and team spirit; cheerful, enthusiastic, Easy going, strong ability to adapt to the environment, easy -going to communicate with people.

→**Professionalis:**Dare to face risks, take pressure, be willing to engage in challenging work, be honest, trustworthy and confident; adaptable, adapt to new thinking, new ways, new problems and new environments; strong in logic.