





CHEN LOONG FAI (KENJI)

Sales Executive

Contact

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About Me

Experienced operations and logistics personnel with hands-on experience in customer service, transportation coordination, and daily operational management within the construction material supply industry. Skilled in coordinating lorry deliveries, handling customer inquiries, and managing communication between customers, suppliers, and drivers to ensure smooth operations. Able to work efficiently under pressure and solve operational issues effectively. Fluent in Mandarin and Bahasa Melayu, with working proficiency in English.

Skills

- Problem Solving
- Teamwork
- Customer Service
- Relationship Building

Education

• SPM
SMK KEPONG BARU 2016 - 2020

Language Level

- Melayu - Fluent
- English - Basic
- Chinese - Native speaker

Experience

• Sales Advisor
CAR DEALER 2018-2018

- Communicated with customers to understand their needs
- Assisted customers throughout the car purchasing process
- Handled sales documents and booking arrangements

• Sales Executive
HYPE PICK SDN BHD 2020-2026

- Coordinated daily lorry delivery schedules for sand and aggregate supply
- Managed communication between customers, drivers, and suppliers to ensure smooth operations
- Handled customer inquiries, quotations, product orders, and delivery coordination
- Planned and monitored transportation schedules to ensure timely site deliveries
- Resolved operational and delivery issues efficiently under tight timelines
- Maintained strong customer relationships through effective communication and problem-solving
- Generated sales opportunities through customer follow-ups and networking
- Assisted in daily operational, administrative, and front desk duties