



VASUKI @ SAN SAN MYINT

**Person In Charge /
Quality Management Representative**

PROFESSIONAL SUMMARY

Results-driven and strategic Person In-Charge with eight years & QMR position with six years of experiences in leading teams, optimizing operations, and driving business growth. Adept at developing and implementing effective management strategies, enhancing team performance, and achieving operational goals. Seeking to leverage my expertise in any Shipping/Maritime related company in Dubai to contribute to the company as a relevant position of my experienced.

WORK EXPERIENCES

Person In-Charge (PIC) **2016 – 2024**
Quality Management Representative / Internal Auditor **2018 - 2024**
Sea Harmony Co., Ltd (Ship Management, Maritime, Crewing Agency with multinational clients)

Person In-Charge (PIC)




Particular Experienced in: Crewing Department, Customer Relationship/ Complaint Management, Quality Management/ Crew Certification – flag licenses and others, etc

- Communicate and coordinate with shipowners, local agent and other third parties such as via email, application or phone calls.
- Manage and coordinate ship scheduling, berth location, and local agent.
- Develop and implement strategic plans to meet organizational goals, resulting in (specific achievement, e.g Customer Satisfaction Rate more than 85%, Crew Retention Rate more than 90%, etc.)
- Apply required certificates for crew such as flag license, specific ECDIS, other country COC, etc)
- Crew documents controlling with Shipowners application and internal excel spreadsheet and produce weekly and monthly report for head department for cross checking.
- Provide shipowner defined training for crew member before onboard and certification.
- Arrange medical test for joining crew members and language test for new crew members.
- Arrange pre-departure training, make contract, arrange working clothes and safety shoes, etc.
- Apply or request departure documents for on-signers before their departure according to their joining country.
- Documenting crew details and reporting weekly and monthly basis (such as onboard list, retention rate, onboard crews' flag license status, onboard crews' certificate status for monitoring)
- VISA application and arrange required documents from shipowner and local agent according to their joining ship (such as MCV for Australia join, Thai entry VISA, China entry VISA, Singapore, etc.)
- Developed and maintained strong relationships with shipowners, crew members and other stakeholders to support business growth and customer satisfaction.

PERSONAL DETAILS

Nationality : Myanmar (Indian Origin)
Passport No : MI192743

CONTACT INFO

 **+971 509039168**
 **vasuki.779@gmail.com**
 **Dubai, UAE**

EDUCATION & QUALIFICATIONS

- BSc (Hons) Business in IT
UNIVERSITY OF GREENWICH (UK)
- International Advanced Diploma in Computer Studies
- International Diploma in Computer Studies
NCC EDUCATION (UK)
- Diploma in Administrative Procedures and Support in the Office
ALISON (Online Course)
- Diploma in Marketing Management
MIBA UNIVERSITY & IQN
- Ethic & Competency of HR Professional
MYANMAR CHANGE INITIATIVE
- Awareness and Interpretation of ISO 9001:2015
- Internal Auditor of ISO 9001:2015
BUREAU VERITAS CERTIFICATION (THAI)

TECHNICAL SKILLS

- Computer proficiency
- Microsoft Office
(Word, Excel, PowerPoint)
- Email (Outlook, Gmail, Link Work Mail)

SOFT SKILLS

- Strong Communication
- Emotional Intelligence
- Negotiation Skills
- Quick Learner
- Team Leadership
- Problem-Solving
- Conflict Resolution
- Creative Thinking
- Team collaboration

Quality Management Representative / Internal Auditor

- Updating company user manual and procedure based on our organization needs and ISO regulations.
- Perform Internal Audit, ISO 9001 2015 Audit, and Ship owners' Audit.
- Implement procedures for whole organization according to ISO 9001 2015.
- Create company profile using power-point and updating once changes happened.
- Provide training for existing and new employees regarding ISO 9001 2015.
- Handling document change record, corrective actions, customer complaint procedures according to 9001 2015.
- Monitoring organization goal and review result on yearly basic for continuous improvement according to ISO 9001 2015 in Management Review Meeting.
- Handle customer complain management and non-conformality.
- Improve organization procedure and workflow by implementing new procedure and revising existing procedure.

Manager

2014 - 2016

Lucky Aim Trading Co., Ltd (Distribution, Wholesales and Retail sales)

- Monitor and analyze market trends, trading volumes, and performance metrics.
- Develop and implement trading strategies to optimize performance and achieve financial goal.
- Execute trades and manage trading accounts with precision and efficiency.
- Assign tasks, set performance goals, and conduct performance reviews.
- Foster a collaborative and high-performance work environment.
- Conduct in-depth market research and analysis to inform trading decisions.
- Implement risk management strategies to mitigate potential losses.
- Monitor and assess risks associated with trading activities.
- Ensure compliance with internal policies and regulatory requirements.
- Build and maintain relationships with buyers, suppliers and third parties of our organization.
- Monitor industry trends and technological advancements to drive continuous improvement.

Project Manager

2012 - 2014

New Power General Trading Co., Ltd (Stainless Steel Production)

- Hiring, training and supervision employees, scheduling shifts, and managing performance.
- Ensuring that all equipment and tools are maintained, managing inventory, and ensuring that production targets are met.
- Implementing safety procedures and ensuring that all work complies with company policies and safety procedures.
- Managing production budget, controlling costs, and finding ways to improve efficiency.
- Checking quality of products before deliver to our clients.
- Handling client inquiries, managing orders, and ensuring customer satisfaction.

LANGUAGES

- English (Proficiency)
- Tamil (Conversational)
- Hindi (Basic)
- Burmese (Native)

ADDITIONAL INFO

- Salary : Negotiable
- References : Available
- Pay Slip : Available to Provide
- Availability : Can join immediately