



Nway Zin Win

Service Coordinator

CONTACT

66St, Chanmyathazi Tsp,
Mandalay



+959254229884 (WhatsApp)



nwayzinwin181729@gmail.com



PERSONAL INFO

DOB	14/6/1995
Passport No	MH425496
Nationality	Myanmar
Material Status	Single
Availability	Immediate
Expected salary	2500SGD (Nego:)

KEY COMPETENCIES

- Leadership
- Collaboration
- Communication
- Critical thinking
- Good at time management
- Able to work under pressure.

PROFESSIONAL EXPERIENCE

Service, Spare Part & Sale Coordinator

Jan 2021 – Aug 2023

Kaung Gyi Thin Khar Co., Ltd

Mandalay, Myanmar

Duties and Responsibilities,

- Oversee and administer Service, Spare Part, and Sales Coordinator activities within the Branch.
- Manage Technical Reports and Warranty processes to ensure superior product quality and heightened customer satisfaction.
- Provide essential administrative support to the Service Team, including document resending for payment processing and onboarding new dealers.
- Develop and implement tractor preventative maintenance schedules and inspections.
- Organize engineering document process changes within the Branch.
- Coordinate calibrations and field service activities with external vendors.
- Ensure timely reporting on the ECAT Website for service, sales, and spare parts.
- Review and submit all customer contracts, equipment invoices, and payments.
- Prepare Unit sale deliveries, including Warranty, Delivery Orders, and Maintenance Contracts.
- Maintain an accurate customer and prospect database.
- Manage document control and organize Service, Spare Part, and Sales databases.
- Create and update customer card Unit & Part Sales records, sales opportunity records, and quotes and orders records to maintain data integrity.
- Handle spare parts stocking and unit inventory within the Branch.
- Initiate Spare Parts Warranty Claims to suppliers for parts.
- Provide regular reports to management teams on equipment status, calibrations, maintenance, and spare parts within the Branch.
- Deliver weekly and monthly reports to the Manager and General Manager.

Quality Assurance Administrator

Yangon, Myanmar

UMG Myanmar Co., Ltd

Jan 2020 – Dec 2020

Duties and Responsibilities,

- Managed all administrative tasks related to Quality Assurance.
- Scheduled and implemented preventive engine overhauls.
- Prepared and registered comprehensive component check sheets for machine component overhauls.

EDUCATION

TECHNOLOGICAL UNIVERSITY (MONYWA)

**Bachelor of Engineering
(Mechatronic) 2016**

LANGUAGE

- English Upper Intermediate
- Burmese Native

OTHER CERTIFICATE

- Diploma in Sales & Marketing Management, National Management Academy
- Leadership Management, Success Online University
 - Business Administration Management, DAI ICHI Foreign Language School
- Total Quality Management (ISO 9001:2015), DAI ICHI Foreign Language School
- Human Resource Management, DAI ICHI Foreign Language School

INTERESTS

- Nature
- Sports
- Traveling
- Reading

- Monitored and followed up on After Sales products.
- Checked the Component Receiving and Delivery Process for all machine components.
- Led Quality Assurance meetings and attended related meetings.
- Ensured the availability of equipment and tools for servicing in the maintenance department at all times.
- Performed KPI assessments and prepared monthly and weekly reports for the manager.

Aftersales service engineer/ Mechanic

Yangon, Myanmar

UMG Myanmar Co., Ltd

Jan 2017 – Dec 2019

Duties and Responsibilities,

- Analyzed and provided feedback on Service Mechanics' Analysis and Manpower data for each branch.
- Offered technical support and knowledge sharing to mechanics.
- Created manuals and forms for Heavy Machinery Products.
- Conducted training sessions and shared technical knowledge for collaborative projects.
- Monitored and reported product quality issues.
- Coached Business Unit administrators and mechanics on service report software.
- Established contact with suppliers and resolved issues related to Service Mechanics Report Software (Amtiss software).
- Prepared monthly performance and aftersales service KPI data for all Business Units and Branches.
- Reported monthly schedule plans to the management team.
- Applied mechanical problem-solving skills to develop innovative solutions for improving product quality, including Volvo Excavators and Hitachi Excavators.
- Conducted testing and disassembled/assembled heavy machinery components, such as engines, main pumps, and control valves for Excavators.

SUMMARY

I possess over six years of experience in the engineering field, with my most recent role as a Service, Spare Part & Sale Coordinator at Kaung Gyi Thin Khar Company Limited from January 2021 to August 2023.

My approach to work is characterized by a hands-on mentality and proficiency in administration. I excel in fast-changing environments and have a proven ability to multitask effectively.

I thrive under pressure and tight deadlines, making me well-suited for fast-paced and challenging work environments.

I am currently seeking a full-time position in Administration to further develop both professionally and personally.