Eugene Kam

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PROFESSIONAL SUMMARY

Operations, support and data professional who finds the recurring fault, documents it clearly and follows the fix through. Experience across client accounts, email and live chat support in English and Mandarin, and record-heavy administration. Spots recurring issues, escalates them with clear details and turns user feedback into improvements. Fluent in English, Mandarin, Malay and Cantonese. Certified AWS Cloud Practitioner. Seeking to bring clear written communication and calm problem-solving to any team.

PROFESSIONAL EXPERIENCE

Sales & Operations Coordinator | Rectitude Pte Ltd | Singapore | June 2026 – Present

- Processed purchase and delivery orders for 10 active client accounts (average SGD 50,000 in monthly sales) as the main vendor liaison, maintaining audit-ready documentation with clear authorisation trails.
- Coordinated about 20 inbound and outbound delivery loads a week and acted as the main contact between the head office and 4 retail outlets, resolving scheduling and warehouse constraints with internal departments and vendors without direct supervision.

Operations & Growth Strategist | Papayen Ice Cream & Dessert | Kuala Lumpur | 2024 – 2025

- Managed customer feedback and complaints, turning insights into menu improvements; returning customers reached 35% of monthly revenue.
- Diagnosed and fixed a recurring POS printing fault by aligning front- and back-kitchen printer settings, keeping orders accurate during peak hours.

Customer Support Specialist | 5CA | Remote | Oct 2023 – Oct 2024

- Handled customer enquiries end-to-end over live chat and tickets, keeping 95%+ accuracy and SLA compliance through a 10x volume surge during the holiday season, while cutting Mandarin response time by 20% and escalation time by 30% by tracking and acting on performance data.
- Cross-referenced backend data, logs, timestamps and geolocation to verify limited-edition inventory claims, preventing fraudulent pay-outs and protecting an estimated USD 250K.
- Identified recurring bugs and case patterns in Zendesk and Salesforce case histories and escalated them, speeding escalations on average by 30%.

Marine Insurance Data Administrator/Analyst | SeaQuest Intermediaries | Kuala Lumpur | June 2020 – January 2022

- Consolidated and maintained data across 1,000+ active vessel records into a structured Excel database for accurate forecasting of vessels' insurability with a strategic risk-averse lens; data sourced from an international pool of historical records, with rigorous monthly updates and maintenance to ensure consistent relevancy across regions.

EDUCATION

Professional Certification

- *AWS Certified Cloud Practitioner (Oct 2026*), AWS re/Start (cloud skills training programme) **(**2026) - Hands-on labs in Linux, Python scripting (foundational, coursework labs), SQL (foundational, coursework labs), databases, networking, security, and AWS core services; completed and earned AWS Cloud Practitioner certification.

- *Google Project Management (*April 2023*)*

SIJIL PELAJARAN MALAYSIA - *METHODIST BOYS' SECONDARY SCHOOL KUALA LUMPUR* - Pure-science

O-Level - IGCSE English as First Language, English Literature

SKILLS

- Fluent in English, Mandarin, Malay, Cantonese
- Proficient in: CRM Systems | Microsoft Office Suite | Backend Log Analysis | High-Volume Ticket Management | SLA Adherence | Fraud Detection | Behavioural Pattern Analysis | Conflict Resolution | Escalation Management | Risk Analysis | Data Management| Time Management | AutoCount | Foundational Python, SQL | Live Chat/Ticket Support