

# Fangting Chen (Jenny)

Logistics Operations · 3PL Fulfilment · Customer Coordination

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## PROFESSIONAL PROFILE

Logistics operations and customer coordination professional with nearly six years of experience in cross-border e-commerce and third-party logistics (3PL). Experienced in coordinating customers, warehouses and couriers, following shipment exceptions through to resolution, maintaining accurate operational data and working with WMS, OMS, ERP and Excel. Hands-on exposure to inventory and fulfilment activities. Seeking logistics coordination, order management and operations opportunities in New Zealand.

## CORE CAPABILITIES

### Order & shipment operations

Cross-border e-commerce, 3PL order flow, tracking, delivery exception follow-up, collection coordination

### Customer & carrier liaison

Customer enquiries, warehouse and courier coordination, onboarding, issue escalation

### Systems & reporting

WMS, OMS, ERP, Excel sorting/filtering, VLOOKUP, data validation and weekly reports

### Warehouse & inventory

Stock counting, SKU labelling, put-away, picking and packing exposure

## PROFESSIONAL EXPERIENCE

### Customer Service & Operations Representative

Oct 2021 – Apr 2026

#### Shoptline Logistics

- Coordinated cross-border e-commerce orders and shipment follow-up with customers, warehouses, carriers and internal operations teams.
- Prepared weekly shipment and exception reports using Excel, checking order details, tracking statuses and discrepancies.
- Investigated missing, misplaced and mislabelled parcels, gathered supporting information and followed escalations with relevant teams.
- Arranged third-party vehicle collections, confirmed pickup instructions and coordinated shipment handovers.

### English Customer Support Specialist

Mar 2021 – Oct 2021

#### 17TRACK

- Responded in English to international customer enquiries about parcel tracking and delivery status, reviewing carrier updates and escalating issues.
- Supported carrier onboarding and tracking-service integration, checking data accuracy and coordinating follow-up.

### Logistics Customer Service Specialist

May 2020 – Mar 2021

#### NextSmartShip

- Supported 3PL client onboarding and day-to-day fulfilment enquiries, explaining order and shipping processes.
- Worked with warehouse and third-party courier teams to track dispatches, resolve exceptions and confirm proof of delivery.
- Assisted with stock counts, SKU labelling, put-away, picking and packing during peak periods.

## EDUCATION

### Bachelor's Degree, English Education

Ningde Normal University, China · 2014–2018

## LANGUAGES & ADDITIONAL

Mandarin Chinese — native

English — intermediate; international written customer-support experience

NZ Partner Work Visa · Own car

## COMMUNITY

Community Shop Volunteer — Mercy Hospice, Auckland