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| **Muzammil** ***Logistics &Warehouse Professional*****Muzammil.127678@2freemail.com** | Untitled |

**Profile Synopsis**

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Versatile, Dynamic, and Goal-oriented Logistics & Warehouse Management Professional equipped with 7+ years’ experience of outstanding performance and proven expertise in domains of Logistics & Warehouse Operation with one of the world leading Logistics Provider (Danzas) and diversified Industry in India . Possess knowledge on various procedures & practices related to Logistics Management, Warehouse Management, Supply Chain, Air/Sea freight, Import/Export, Storekeeping, Inventory Control, Transportation, Business development, Vendor-client relations, Custom Clearance, Free Zone Regulations & Contract Management. Competency in managing operations with vast knowledge related to implementation, monitoring and evaluation of new initiatives and procedures ensuring timely transmission of logistics, stock levels and distribution status, order processing, negotiation, logistics coordination, assessing existing logistics operations systems, and advising on corrective measures.Strategic and effective team leader with excellent planning, analytical, coordination, organizing, communication, problem solving, decision making, interpersonal & time management skills; Seeks a challenging work profile where gained skills, experience and industry knowledge will have a valuable impact.

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| **Strengths** |
| * 7+ years’ experience in Shipping&Logistics Industry
* Certified in IATA/FIATA & dangerous goods regulations
* Perceptive of Free Zone Regulations&Dubai Customs
* Cost Reductions and Profit Maximization Plans
* Adept with safety standards and security policies
 | * Expertise in Logistics & Warehousing Management
* Savvy with LC Documentation and Inventory Control
* Distribution/Transportation/Traffic Operation skills
* Space Utilization and Demand Forecasting skills
* Confident-Divergent & Thinker-Leadership skills
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| **Educational Background** |

**Bachelor’s Degree in Commerce specialized in (Finance) – Mumbai University April – 2008**

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| **Career Snapshot** |

**Operations Coordinator (AFR Export) –Danzas AEI Emirates LLC –Dubai Feb 2014 – Present**

**Logistics Coordinator – Danzas AEI Emirates LLC –Dubai Sep 2012 – Feb 2014**

**Air Import Operations – Danzas AEI Emirates LLC –Dubai May 2011 – Aug 2012**

**Air Export Coordinator – C.C. Shah & Sons Mumbai, India May 2008 – Feb 2011**

(Freight Forwarding & Custom House Agent), Mumbai

**Trainee Cargo Handling Assistant – Air India, Mumbai Dec 2008 – Mar 2009**

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| **Achievements** |

* Gained 7+ years’ experience within Shipping and Logistics industry in UAE and India in domains of Operations Coordinator, Logistics Coordinator, Air Import Operations, Air Export Coordinator and Cargo Handling Assistant.
* Acquired Certified in IATA/FIATA Introductory Course and Certified in IATA/FIATA DGR (Dangerous Goods Regulation) from IATA Training & Development Institute, Montreal, Canada.
* Knowledgeable of LC documents,Free Zone Regulations, WMS system and Basic knowledge of Dubai Customs.
* Consistently demonstrated resourcefulness and initiative in support of top management with flexibility in working well in cross-functional teams
* Proven track record of surpassing targets, increasing revenues, streamlining workflow and creating a team work environment to enhance productivity.
* Used personal judgment and initiative to develop effective and practical solutions to challenges and obstacles in Logistics and Warehouse activities and procedures.
* Ensuring timely transmission of Logistics monitoring information, stock levels and distribution status, assessing existing Logistics operations systems, advising on corrective measures.
* Possess capabilities in providing solutions to complex natured operations issues plus strong commitment to deliver excellent work performance even in difficult and pressurized environment.

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| **Areas of Expertise** |

**Logistics**

* Ensure proper documentation, including transit documents and customs clearances, exists for shipments. Secure documentation in accurate manner, distributed & released to carrier, forwarders, customers & agents in a timely manner.
* Lead training, hiring, career development and enrichment of all department associates.
* Support inventory management consisting of reconciling and maintaining of finished goods inventory along with lot date at 3PL (Third party Logistics) warehouse locations.
* Prepare all necessary data entry and confirmation of key milestones (departure, arrival, customs clearance, proof of delivery (PODs) etc. as specified by Customer Standard Operating Procedures.
* Oversee and complete accurate billing to clients based on pricing established with the clients while ensuring accurate costs and profits are maintained.Maintain courteous, prompt and efficient customer relations.
* Plan and schedules appropriate modes of transportation based on daily needs. Schedules the appropriate service line for the situation (across all modes and all trade lanes) to maintain a cost effective balance between customer service and cost of shipment.
* Work closely with client’s representative to ensure service satisfaction. Analyzes service failures/ issues and implements performance processes to enhance future service delivery.
* Ensure any company policy, systems, and industry related training is delivered to all direct reports as needed.
* Lead core team responsible for meeting the following needs of clients assigned to the group.
* Formulate standardized process for clients assigned to group including SOP, KPIs, Report requirements, system’s needs, and compliance requirements. Liaison with other support groups to ensure processes is established.
* Provide training & handoff to team to ensure they are properly servicing customers based on established requirements.
* Responsible for resolving all internal and external client customer service issues in a cost effective and expeditious manner. Works closely with client’s representatives to ensure service satisfaction. Analyzes service failures/issues and implements performance improvement processes to enhance future service delivery.

**Warehouse**

* Responsible for providing supervisory support to the warehouse day operation including receiving, staging, replenishing, inventory control and ensuring that all customer orders are completed. Provides materials, equipment, and supplies by directing receiving, warehousing, and distribution services; supervising staff, ensuring safety, building team accountability and implementing company disciplinary policy.
* Maintain receiving, warehousing, and distribution operations by initiating, coordinating and enforcing program, operational, and personnel policies and procedures.
* Comply with federal, state, and local warehousing, material handling, and shipping requirements by studying existing and new legislation; enforcing adherence to requirements; advising management on needed actions.
* Safeguard warehouse operations and contents by establishing and monitoring security procedures and protocols.
* Control inventory levels by conducting physical counts; reconciling with data storage system.
* Maintain physical condition of warehouse by planning and implementing new design layouts; inspecting equipment; issuing work orders for repair and requisitions for replacement. Ensures the warehouse is kept clean and in compliance with Academy of International Business (AIB) standards.
* Supervise employee schedules, work-loads and productivity and ensure that all receiving and put away is completed in a timely manner and inventory is maintained accurately.Oversee processing of returns, replenishment, specials, etc.
* Insure compliance with Occupational Safety and Health Administration (OSHA) standards and company safety requirements.
* Cover for any other area of the warehouse as needed and oversee the day operation when day manager is not available.
* Complete warehouse operational requirements by scheduling and assigning employees; following up on work results.
* Maintain warehouse staff job results by coaching, counseling, planning, monitoring and appraising job results.

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| **Proven Job Role** |

**Operations Coordinator (AFR Export) –Danzas AEI Emirates LLC –Dubai**

* Processing booking with airline, ensuring bookings are made at current & accurate rates, consolidate & route shipments based on local office procedures.
* Communicating with carries, origin & destination locations regarding shipment status, special handling, pricing, & delivery process.
* Ensure accuracy & completeness of export documentation, review & verify documentation & obtain any missing documentation from the customer.
* Followed up with customer service for immediate transfer of cargo within the lead time.
* Liaised with the messengers for timely close of delivery slips in DNATA record.

**Logistics Coordinator – Danzas AEI Emirates LLC –Dubai**

* Processed e-vouchers and effectively maintain records. Distributedstock to different channels such as retail, franchisee and roadshow.
* Coordinated with CM & keeping them update on the status of orders.Ensured orders are processed on time & delivery to be done to end user as per SLA.
* Assisted in preparation of logistics plans to support all relevant operations within the Programme or project;
* Establish & maintain project offices sufficient to support their needs & in full compliance with security & other regulations.
* Provided assistance in provision of Logistics support to other staff by arranging land and air-travel including arrangement of security clearance for daily/weekly missions.

**Air Import Operations – Danzas AEI Emirates LLC –Dubai**

* Ensured timely collection of console pouches and delivery order from the mail box of handling agents within the allocated time frame (every 2 hours).
* Opened console files and ensure ATA is processed on www.dubaitrade.ae with 100% accuracy.
* Checked out with Airline/Handling Agent regarding Part shipments and tracing shipments.
* Planned and complete the process within the shift time and ensure proper hand over to the next shift.
* Followed up with warehouse and inform the Warehouse Manager in-case of delays.
* Informed customers on cargo arrivals and send reminders.Issued D/O and provided support to all hand over clients.
* Safeguard maximum collection of documents and processing of ATAto enable warehouse for maximum collection of cargo during the night shift.

**Air Export Coordinator – C.C. Shah & Sons Mumbai, India**

* Effectively managed Airway Bills, House Airway Bills and feeding all information in Shipper’s Declaration (DGD)
* Supervised activities of workers engaged in packing. Arranged booking space for freight on airlines.
* Providedshipper with the foreign destination‘s documentary requirements.Prepared necessary information on hazardous materials.
* Supervised Logistics Assistants to ensure smooth operation in day to day function such as (order processing, pick & pack). Prepared Material Safety Data Sheet (MSDS).
* Worked with transporters for transporting consignment to reduce cost and shipping time.
* Prepare Bill of Entries.

**Trainee Cargo Handling Assistant – Air India, Mumbai**

* Assisted in verifying cargo before taking weights and checked the booking list of cargo consignment and air way bill.
* Feed all information of goods acceptance in system and Allocation of ULD’S for booking cargo.
* Support the management for executing cargo for export flights, booking and reservation & data capturing of airway bills
* Manifest cargo flight effectively and ensurecargo is with manifest for loading and segregate as per loading instructions (at ramp).

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| **Certifications** |

* Certified in IATA/FIATA Introductory Course-Mumbai - IATA Training & Development Institute, (IHCTM) - Oct 2008
* Certified in IATA/FIATA DGR (Dangerous Goods Regulation) Mumbai - IATA Training & Development Institute, Mumbai, India - Oct 2008.
* Passed IATA DGR refresher - April 2011.

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| **IT Skills** |

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* Proficient in MS Office application (Word, Excel, PowerPoint, Email applications & Internet).

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| **Personal Details**  |

Nationality : Indian

Date of Birth : 17th Jan 1988

Marital Status : Married

Visa Status : Employment

Languages : English, Marathi, Hindi & Urdu.

Driving License : UAE Driving License

Reference : Available upon request