**Gulfjobseeker.com CV No:** **110640**

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**PROFILE**

**A dynamic professional with over 10 years expertise in Banking, logistics, documentation, customer service, coordination in operation, sales and marketing activities.**

**Have gained international exposure, working in Angola,UAE, Qatar and India.**

**ACADEMIC CHRONICLE**

**Master’s Degree in Business Administration–Marketing & HRD-Bharatiyar University.**

**Bachelor’s Degree –Bsc- Kannur University. India**

**SKILLS**

**♦ Computer literacy ♦ Communication ♦ Logistics operation**

**♦ Tapping prospects ♦ Document control ♦ Negotiation**

**♦ Customer relations ♦ problem solving ♦ Interpersonal skills**

**INDUSTRIAL EXPERIENCE**

**1) Employer : Zakery Interlock Company , Umm Al Quwain – UAE**

One of UAE’s interlocks manufacturing company.

**Term : April 2014 – Till date**

**Job Brief : Sales Manager**

**Responsibilities**

* Handle the marketing activities.
* Generate Sales.
* Delivery of goods.
* Correspondence with government offices and contracting companies.
* Manage day to day activities.

**2) Employer: Gulf Warehousing Company, Qatar.**

One of Qatar’s leading Warehousing group with over 5000 employees is involved. Services provided include, 3PL, Customs Clearance, Freight Forwarding and Transportation, Frozen and Temperature controlled storage, bonded storage, Chemical Storage, Records Management, and Sports Logistics. The company has a turnover of 480 million QR.WMS/ERP software.

**Term : Oct 2011 – Apr 2013**

**Job Brief : Senior Customer service executive.**

**Responsibilities**

* Processing of inbound and outbound in WMS system.
* Order processing – ASN (Advance shipping notice) to receiving department and pick list to dispatch department.
* Update GRN (Goods received note) in system and to client.
* Routing delivery follow up with warehouse and transport department.
* Monitor pick up status of order movement of shipment arrival and delivery.
* To be in constant touch with the customers and their broker to provide regular and timely updates.
* Handling of shipments.
* Track and trace of shipment.
* Liaising with shipping line /airlines/origin for regular update.
* Auditing of document and corrective action taken.
* Maintain daily status report as required for all shipments.
* Record all service failures by all departments including self and customer complaints.

# 3) Employer : Mansa importacao e ExportacaoLda, Luanda, Angola, Africa.

Mansa group is a distribution channel in Angola; it is one of the largest commodity and FMCG importers in the country. Every month company imports more than 1000 containers and lots of break bulk.

**Term : Aug 2006 – March 2011**

**Job Brief : Assistant Operation Manager - Logistics.**

**Responsibilities**

* Process all documents which required to import goods through shipping line.
* Communication with customs and port department.
* Pullout containers from terminal with lowest terminal and transportation charges.
* Keep proper communication with Shipping line agencies and track containers position every day.
* Communicate with overseas agents and arrange all necessary documents (BL,Invoice, Packing list, certificate of origin, Health certificate, license, code for the item etc.)
* Arrange local license and local health certificate for good if necessary.
* Collect BIVAC certificate and verify the product code, quantity, invoice values printed in certificate.
* Arrange all necessary documents to customs clearing agents to get payment request.
* Check each files position every day and confirm agents are paying correct duties without delay.
* Pay terminal charges and get delivery note.
* Arrange trucks to pull out containers.
* Managing a operation team to pull out containers from port terminal without delay.
* Communicate with operation manager and finance department and give destination to pulled out containers.
* Confirm warehouse managers are offloading goods same day and returning containers promptly and conform to shipping line through email.
* Check office clerk keeps inter change copies properly.
* Settle transportation payment.
* Settle demurrages of shipping line if any.
* Provide daily, weekly and monthly report to Operation Manager, Finance department.

# 4) Employer : Standard Chartered Bank, Bangalore.

**Term : July 2002 – Jul 2006**

**Job Brief : Team leader.**

* Generate credit cards sales through cold calls.
* Understand competitor’s consumers and convert them to ours.
* Understand the market strategy and capture the market.
* Taking care of corporate presentation.
* Handling a sales team consist of ten members.
* Meet individual target and group target.

**Personal Details**

Date of Birth : May 30, 1976

Marital status : Married

Language known : English, Hindi, Kannada, Tamil, Malayalam (Mother tongue)

Nationality : Indian.