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 **CURICULLAM VITAE**

Nationality : Indian

D.O.B : 20th May 1957

Marital Status : Married

Preferred Locations : GCC, Yemen, Far East

**Employment History :-**

**April 2013 to Till Date.**

**Freight & Customer Services Manager.**

**M/s. Inter Gulf FZC, Sharjah, U.A.E.**

* Handle operations of all carriers i.e. Sea, Air, Land, Trouble Shoot all issues of Loading, Transshipments and Final Deliveries.
* Overall responsible for the daily operation of Customer Services in the region.
* Develop a performance based culture and an environment for efficient work processes through development of best practice, streamlined processes and usage of advanced IT tools etc.
* Proactively review opportunities and ways to improve the service offered by Customer Services.
* Develop & maintain relationships with customers in order to reduce credit exposure and overdue debts
* Responsible for staff recruitment, performance assessment, coaching, training and development of personnel in Customer Services.
* Ensure that personnel are trained and have the sufficient skills to meet daily responsibilities and tasks
* Benchmark performance against other Customer Services teams and similar organizations
* Ensure operational efficiency, and optimization of the total cost of Customer Services in the area
* Organize Land Transportation for inbound and outbound. LCL/FCL shipments, coordinate multi point loading and monitor the movements
* Liaise with Shipping Agencies / Carriers / Lines for competitive rates and services
* Interface with ports, customs and external Inspection authorities for documentation, goods clearance and other routine matters.
* Coordination with messengers for documents delivery and collection
* Communicate / correspond with International Agents and Consignees Send pre-alerts / pre advice / arrival notice and ensure timely issuance of delivery orders, clearance and Delivery of Shipments.
* Prepare Quotations / Freight Memos / and Issue Invoices
* Customers support and follow up for smooth shipping operations
* Facilitate shipment status update to customers through Monitoring Movements from Origin to Destination.
* Proper maintenance of contacts, customs code, HS CODE and other data of customers and other parties
* Co-ordination and support to Sales team and Accounts personnel in their activities.
* Support in preparation of MIS reports as needed by management.
* Training and Orientation for New Comers on Freight Forwarding operations and Documentation. Knowledge of International Export/Import Trade Documentation requirements INCO TERMS, L/C Documentation
* Knowledge of Free zone, GCC Countries, and cross-stuffing Documentation
* Maintain Proper Records for Documentation file them in an organized way.

**April 2012 To April 2013**

**M/s.KAC Dubai, UAE.**

**Sales Manager Freight Forwarding, Shipping & Logistics Operations**

Handling queries related to rates, services &documentation for both Import/Export, Cross trade & Air consignments. Coordinating with Customers, Shipping lines and overseas agents for end to end Sea, Road & Air consignments process. Managing , Transportation, Documentationg, Also DP world and Custom formalities (Local & free zone) for Sea and Air consignments. Negotiating freights operations with export, import& cross trade with local & overseas forwarders; updating Freight Master enabling the respective users to quote the customers. Maintaining Excellent Relationship with Key Accounts.

**Sep 2002 to 2012**

**Sales Manager**

**M/s. Arathy Shipping Co. Cochin.**

Oversaw the Booking for Outbound Cargo for Mediterranean Shipping Company (MSC) for Trade Lanes between East African, South African, Central African, East Mediterranean, Far Eastern ports and USA, Canadian locations with the Indian Subcontinent.

Significant Highlights:

Reporting to Trades Manager and General Manager (Commercial) .
Have achieved Targets set 40 TEUS set by the management also, regularly exceeded 55 Twenty Footer Equivalent Units (TEUS),

Have regularly meets customers on a daily basis and regularly maintain Sales reports which was monitored by my G.M and in case of difficulties in procuring a customer, they would suggest / advise the correct strategy in making prudent client.
Maintained Ocean Freight Tariff, Long Sailing Schedules, Display Charts for Vessel Routings of various Trade Lanes. Offered the same depending upon the customer’s requirement.
Regularly assisted the Documentation Dept, which helped in enhancing knowledge on terms of Negotiable Documents. .

**Aug 99 to June 2002**

**Sales & Marketing Manager**

**M/s.Middle East Shipping Co, Yemen.**

A Leading Shipping Agency in Yemen, representing various Shipping lines, logistics and break bulk carriers. They are the agents for YGL,NSCSA,COSCO,WanHai, Sudan Shipping Line,LNL,ESL,ICFS Dubai & Sharjah Labanalco Tugs. The Middle East Shipping Co’s Head office biased in Hodeidah and having their corporate offices in Taiz,Aden,and Mukalla. Steering initiatives towards achievement of organizational goals with chief responsibilities pertaining to Business Development for Outbound / Inbound Cargo for our agency Line , Trade Lanes between West, East Mediterranean Ports, Far East , Europe , U.S.A, Gulf, Canadian locations & the Indian Subcontinent as well as promoting our lines..

Significant Highlights:

Reporting to the Managing Director & Different lines Principals.
Managing a team of 6 sales personals. (including 2 Area Managers.
Other responsibilities include Strategy Planning, Sales, Market Analysis, , Commercial Functions, etc.
Achieved 95% E-Bookings and Shipping instructions of the total business procured as per the targets set by the Principals..
Closely monitoring / assisting the sales teams in meeting the set target implemented by the Principals..
Conducting intensive Market Analysis with complete Outbound / Inbound accountability to the Principal’s.
Factors include Sales; i.e.; FOB / Prepaid Contribution Reports, New Target Accounts, Sales Achievement Ratio, information on new Government Policies, Laws, Rules, Regulations and issue based Economic Progress on both Inbound and Outbound Fronts.

Maintaining Ocean Freight Tariffs and Quotation in accordance with Company’s and Principal’s guidelines / parameters, filing Customer wise Ocean Freight with Online System Software.
Directly procured business new shippers / exporters / forwarders companies and consignee / importers Key clients include:.
Pivotal in constantly motivating and guiding the Sales force to target potential Exporters / International Freight Forwarders / Custom House Agents.
Have regularly monitored competition activities by regularly abstracting information from the port in regards number of inventories loaded for various trade lanes, and according taking persuasive action in consultation with my Principals. .
Along with my Sales teams have given personalized service and attention to Potential customers by offering special ocean freights etc and entertaining clients regularly.

Reason for leaving. :My children’s Education.

**May 1994 to Feb 1999**

**Sales Manager.**

**M/s. Sheibani Shipping Co, Yemen.**

A Leading Shipping Agency in Yemen representing P&ONL.The Sheibani Shipping Co’s Head office biased in Taiz and having their corporate offices in Hodeidah,Aden,Mokha and Mukalla..

Reports to the General Manager.

Reporting to the General Manager.
Obtained maximum support for the organization by regularly meeting clients and introducing Services rendered by P&ONL.
Successfully procured Cargo Bookings through rigorous Sales Efforts, utilized space allocation obtained by Principals; thereby avoiding the Principal’s liability which involved of payment of dead freight to the Vessel Operator / Liner.
Enhanced market share through regular personal meetings and maintaining excellent relations with customers.
Achieved Targets Set by Pricipals.
Regularly corresponded with Principals and Overseas Counterparts for Sales leads in case of CIF / C&F and FOB on the Outbound / Inbound fronts, Special Freight Requests, Loading pre-alerts, Hazardous Cargo Requests etc.
 Acquired exposure on Logistics, Cargo Management, Sea Transportation etc. Successfully booked Less Than & Full Container Loads (LCL/FCL) for Cargo for various sectors on the Far Eastern, South African destinations, Gulf, Japan and USA., Europe, etc etc.
Gained excellent experience on operational aspects such as calculation of measurement of cargo and coordinating / instructing the process of stuffing at the nominated site.

**April 1985 to 1992**

**Shipchandeling Manager.**

**M/s. Spinney’s Dubai.**

A Leading Ship Chandelling Agency in Dubai , U.A.E. Self joined the Company as Boarding Representative in April 1985.Reports to the General Manager.

**Main Responsibilities:-**

Boarding the Ships Either in the port or Anchorage, and collect the orders and arrange Provision, Deck,Engin,Cabin and Bond Stores, repairing the invoices and send the stores to the Vessels in Ports or Anchorage. Timely follow up with the Principals for remittance. Preparing the monthly reports and submit to the G.M.

Reason for leaving

Got an offer in the Middle Management Level

**Key Skills:-**

Strong interpersonal communication skills.

 Problem analysis and solving.

 Organizational skills and customer service orientation.

 Ability to work under pressure.

 Good team worker and Negotiator.

**Education:-**

 April 1974 – April1976 University Of Kerala , India

 Bachelor of Arts ( B.A)

**Other Certificates:-**

 1995 Shipping Sales Training Course P&OCL Dubai.

**ITS Skills:-**

 Windows & Office tools

 MS Office.

**Languages:-**

Malayalam Native , English Fluent , Hindi Fluent, Arabic Speaking, Tamil Fluent, Urdu Speaking.

**Driving License:-**

1.      Indian Driving License

2.      U.A.E. Driving License

3.      R.O.Yemen Driving License .

**Objectives : -**

Obtain a position as a team player in a people oriented organization where I can maximize my customer service experience in a challenging environment to achieve the corporate goals.

Obtain a customer service management position where I can effectively utilize my expertise in customer relations and staff leadership.

The above furnished are true and best of my knowledge, grateful if you give me an opportunity to prove myself as an asset to your organization.