

**Gulfjobseeker.com CV No: 26366**

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**Qualification Summary:**

* **Over 8 years experience in Logistics and Operations Transport Services (Air, Sea and Land freight)**
* **Graduate with Bachelor’s degree Major in Marketing Management**
* **Has a strong communication and customer service skills**
* **Highly motivated, flexible and has a strong passion to succeed**
* **Proficient in Microsoft office applications**
* **Proactive, team player and can work well independently**
* **Works effectively and efficiently even under pressure**

**MASDAR ELEMAR INTERNATIONAL FZE**

**PROCUREMENT ASSISTANT**

7WB 1074 Dubai Airport Freezone

June 2015 up to present

Job Descriptions:

* Organize and maintain computerized records containing supplier and bid information.
* Ensure that goods purchased meet specifications in terms of quality, quantity and delivery and to advise on those suppliers who fail to meet specifications.
* Preparation of specifications, tender documents and schedules; obtaining and negotiating prices; obtaining quotations from suppliers and shipping companies and placing orders and processing P.O.
* Negotiate with suppliers and shipping companies regarding prices, product availability, and delivery.
* Follow-up for B/L, AWB with shipping lines and forwarder.
* Track shipments from issuance of Purchase Order to loading in container to delivery to final destination.

**PANASIATIC CALL CENTERS, INC.**

**SUPERVISOR, CUSTOMER SERVICE – Client Straighttalk Wireless USA**

Panasiatic Bldg, Circumferential Rd Bacolod City, Philippines

March 2010 - February 2015

Job Descriptions:

* Supervise service agents and provide quality service to customers.
* Assess agent’s performance by conducting regular one on one coaching to ensure that company standard for high quality service is observed and followed.
* Monitor agent’s calls and ensure that they maintain professionalism at all times.
* Respond promptly to customer inquiries.
* Handle and resolve customer complaints.

**OOCL LOGISTICS PHILIPPINES INC. - Transport Services (Air, Sea and land Freight)**

**SENIOR CUSTOMER SERVICE OFFICER**

6TH floor Dy International Bldg.,SanMarcelino

Gen Malvar St. Malate Manila,

February 2008 – July 2009

Job Descriptions:

* Ensures safety of goods and documents such as [air waybill](http://www.businessdictionary.com/definition/waybill.html), [bill of lading](http://www.businessdictionary.com/definition/bill-of-lading-B-L.html), or invoices.
* Assist customers with their inquiries, preparing quotations,
* Coordinate with the customers in planning of cargo movements like schedule of pick up, vessel.
* Facilitate pick up and loading of shipments.
* Cargo and document tracking.
* Preparation of statement of account and follow up to ensure prompt collection.
* Prepare Delivery Order/Note.

**WIDE WIDE WORLD EXPRESS - Transport Services (Air, Sea and land Freight)**

Affiliated with **DHL WORLDWIDE EXPRESS**

**OPERATIONS SUPERVISOR**

Dr. no.1 Philamlife Bldg., Lacson Philippines

August 2000 – February 2008

Job Descriptions:

* Handle sea freight and hauling operations.
* Attend to client calls and bookings.
* Tracking of scheduled pick up and loading of shipments.
* Facilitate retrieval and delivery of shipments.
* Cargo and document tracking.
* Verification of cargo shipment document vs. actual shipment.
* Ensures safety of goods and documents such as [air waybill](http://www.businessdictionary.com/definition/waybill.html), [bill of lading](http://www.businessdictionary.com/definition/bill-of-lading-B-L.html), or invoices.
* Prepares payroll, arrange petty cash and bank monitoring related to goods and services.

**EDUCATIONAL ATTAINMENT:**

**Bachelor of Science in Commerce Major in Management**

**University of Saint La Salle - , Philippines**