**First Name of Application CV No 1650216**

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**Professional Objective**

**Customer Service/ Logistics Specialist**

***Career History***

Highly talented professional with over 11 years of broad - based experience in **Cargo / Logistics & Freight Forwarding, Shipping including customer service,** serving **leading Companies in U.A.E & Sri Lanka.**

Proven ability to assume challenging roles, perform in highly visible positions, work under pressure to meet deadlines and produce strong sustainable results.

Strong ‘can do’ attitude and drive for results.

Reputation for improving productivity, reducing costs, and augmenting financial results and achieving time definite operational goals.

Committed to perform professionally and effectively to contribute to the success of the company. **Possess in-depth knowledge of Logistics, Shipping, Freight Forwarding, Import/ Export Documentation**.

Excellent verbal and written communication skills, analytical skills.

Executive Competencies

♦ Logistics Operation Management ♦ Executive-Level Negotiations

♦ Cross-cultural work environment ♦ Sales & Marketing Coordination

 ♦ Import/ Export Documentation ♦ Key Account Management

 ♦ Customer Service Management

 ♦ Customer Relationship Management

 ♦ Staff Supervision

Professional Work History

**Emirates Logistics LLc – Subsidiary of Sharaf Group of Companies** **August-2002 till date**

**Snr. Customer Service Executive**

**Dubai, UAE**

* Responsible for sales coordination and customer relationship management for providing superior customer service to Key Corporate Accounts.
* Handling – ocean –import/export/cross-trade/trans-shipment cargo.
* Liaise with customers for custom documents & export declarations and all the other departments within the organization and Ports & Customs to provide seamless service.
* Preparation of Statistical Export Custom Declarations for GCC Countries.
* Knowledge of Quality Certificates required for custom clearance in GCC Countries
* **Understood Sharaf Logistics Business** Plan and contributed significantly through effective negotiations and by securing the most competitive freight rates with Shipping Lines for import /export shipments to optimize customer satisfaction and enhance company profitability.
* Tactfully managed and coordinated with various departments of the company for the purpose of expediting the Shipment orders effectively.
* Making bookings with Shipping Lines and coordinating with operations staff and container yards.
* Coordinate with customers for B/L details and packing lists/ invoices.
* Creation and follow up on quotations.
* General administration and correspondence (local and overseas)
* Provide market update to ensure adequate and regular information flow to the management / sales department.

**Sealink Shipping (Pvt) Ltd Jul-1995 – Jul 2002**

**Snr. Customer Service Executive**  **Colombo, Sri Lanka**

* Acted as liaison between the customer and the company.
* Responsible for sales coordination with **Key Corporate clients’** for shipments (import /exports), handling customer calls regarding status of orders, providing schedule and delivery information and customer relations.

* Served as a Focal Point for the Key Corporate Accounts. Liaised with all the departments within the organization to provide seamless service.
* Demonstrated record of success enhancing efficiency, increasing productivity, and generating profit.
* Prepared weekly/ monthly reports and individual consolidated sales and performance reports for the Managing Director.
* Coordinated with the customers, transporters for arranging containers for export shipments and for maintaining the cargo weight to ensure compliance with the Port Regulations.
* Managed preparation of all the export documentation.

Academic Achievements

* GCE Advanced Level Examination-1992
* GCE Ordinary Level Examination-1989
* Lindsay Girls School-Colombo, Sri Lanka
* Successfully completed Part-1 of Chartered Institute of Marketing (CIM-UK)
* Airline Ticketing & Reservation
* Diploma in Supply & Material Management
* Diploma in Computer Studies

Technical Skills

Proficient in the use of: MS-Office (Word/ Excel), Internet / Outlook

Personal Details

Nationality : Sri Lankan

Date of Birth : 17-5-1973

Languages : English / Sinhalese