****RAMIS**

Email: ramis.295769@2freemail.com

**SUMMARY** **CORECOMPETENCIES**

* Dynamic,highly driven and result proven professionalwith FOURyearsof proven work experiencewithin diversified roles inLogistic Industry.
* Have varied expertisein handling Administrative, Customer Service, Logistics Operations& Air Freight.
* Outstanding trackrecord in streamlining workflow, applying fact-based and process-oriented approach toachieveaggressivegoals,setting up strategic planstoimproveservice deliverythusensuring smoothadministration andlogisticsoperations, resolving problems, driving solutions,negotiating with vendors, meeting customer's specificationsand delivering quality results.
* Results driven team leader with soundjudgment, problem solving, decisionmaking,organization, coordination and communicationskills.
* Seeking for a more challenging work profile toshare gainedknowledge,experience and expertise.

★★★★★ Strong Customer Service Skills

★★★ Negotiation and Coordination Skills

★★★★ Strong Import and Export Skills

★★★★★Fast LearnerandDecisionMaker

★★★★ GoodPlannerandTeamLead

★★★★★Commitmentto ServiceExcellence★★★★ OutstandingLogisticsManagement★★★ AdheretoPoliciesandSetStandards

★★★★ ChallengesandResponsibility

★★★★ImplementNewIdeasandWork Hard★★★★ Self-Motivated

★★★★ AnalyzeProblemsandIssues

**SKILLSANDTRAINING**

★★★★★Customer Resource Management System★★★★Air Freight – Export & Import

★★★Warehouse Management System

★★★International Shipping Documentation

★★★★Freight Quotation System

★★★★MSOffice

★★★Order Management System

★★★★★Geographical Knowledge

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|  |  | **WORKEXPERIENCE** |
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**AIR FREIGHT PRICING SPECIALIST – Aramex Emirates LLC**

August2017 - Present

* Manage, complete, and respond to all the relative global airfreight pricing requests in a timely manner.
* Provide notes on every quotation in reference to how the pricing was compiled in order to effectively communicate that information to relevant operations staff.
* Monitor and report back to management on a monthly basis the response time for all pricing requests with a goal of all quotations being responded to within one (1) hour from time of receipt.
* Follow-up and record results per branch with data to be reported back to management and stakeholders on a monthly basis with the goal of spotting trends and increasing win percentage.
* Communicate and develop rapport with stakeholders at Aramex offices worldwide and destination offices with the goal of constantly having the most up-to-date pricing for accessorial charges. This is essential to being able to provide door to door pricing immediately when required by the customer.
* Work closely with the gateway to identify and capitalize on strengths/overcome weaknesses in terms of pricing and service compared to our competition
* Work closely with the RFQ team to provide regional knowledge and expertise allowing for more competitive bid responses.
* Work closely with management and the other Regional Airfreight Pricing Managers to identify best practices and provide more consistency in format used in our responses whenever possible.

**CUSTOMER SERVICE EXECUTIVE – Aramex Emirates LLC**

August2015 – August 2017

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* Working with Aramex Emirates LLC as Customer Service Executive in Answering Service Process.
* Answered an average of 120 calls per day by addressing customer inquiries, solving problems and providing new product information.
* Described product to customers and accurately explained details and care of merchandise. Dedicated to continuously improving sales abilities and product knowledge.
* Directing calls to appropriate individuals and departments.
* Ensuring superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
* Processing orders from customers through Order Management System (OMS) and Customer Relationship Management System (CRM).
* Recommended, selected and helped locate and obtain out-of-stock product based on customer requests. Suggested alternative items if the product was out of stock.

**LOGISTICS EXECUTIVE – A.S Metals, Iron & Steel Dealers**

March2014-April2015

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* Gathered, logged and monitored all shipping data.
* Prioritised order security, accuracy and on-time pickup and delivery.
* Communicated with dispatchers, warehouses and customers regarding outgoing orders.
* Processing orders from customers through Order Management System and usage of Warehouse Management System forkeeping track of the docked products.
* Determined the most cost-effective procedures and routes for shipments.
* Preparing shipping documentations like Bills of Lading, Invoice, Packing List and Certificate of Origin.
* Minimized damage and repair costs through careful management and preventative maintenance.
* Took corrective action in the case of accidents and delays to minimize extra expenses.
* Monitored the workshop work flow for ten employees. Supervised the work of four transportation personnel. Coached two other employees and assisted with quarterly performance reviews.

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|  |  | **Qualification** |
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* Post Graduate Diploma in Shipping and Logistics Management

Asia Mercantile & Maritime Academy, Kochi, INDIA, accredited to Bharath Sevak Samaj, New Delhi 2013- 2014 (GPA – 8.9)

* Bachelor of Business Administration

Dr. CV Raman University, Bilaspur, INDIA 2010 – 2013 (GPA – 7.8)

**AWARDSANDACHIEVEMENTS**

* Best Employee of the 1st Quarter March 2016 – **ARAMEX Emirates LLC**
* Best Employee of the month, October 2014 – **A.S Metals**
* Won 2nd position at cluster level Badminton competition in Belgaum region and represented Belgaum Cluster in Bangalore Region.
* Have been well recognized at various platforms for being successful in Quiz competitions.

**TRAINING AND CERTIFICATIONS**

* **SIX Months** Practical Training Experience in **SHIPPING DOCUMENTATION** at **AM & MA** and familiarized with **International Documents** such as **Commercial Invoice, Packing List, Certificate of Origin, Bills of Lading, Shipping Bill, Letters of Credit, Bill of Entry, IGM, EGM, A.R. form, G.R. Form**, etc.
* As the part of project work, I gathered exposure with following shipping related business activities viz. **Chartering, Freight Forwarding and NVOCC operation** with business centers viz. **Samudra Shipbrokers, NYK Logistics and Westship Logistics** respectively.
* Have gathered sufficient exposure in various small time business activities such as trading of electronic goods, restaurant, wholesale bakery, fancy gifts & stationary etc. by associating with family businesses.

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|  |  | **PersonalDetails** |
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Nationality :Indian

Date of Birth :02nd March 1990

Marital Status :Married

Visa Status :Residence

Languages :English, Hindi, Malayalam, Arabic & Tamil