**SHAIK**

**SHAIK.304949@2freemail.com**

**OBJECTIVES:**

* Intending to build a career with leading corporate of hi-tech environment with committed & dedicated people, which will help me to explore myself fully and realize my potential.
* Willing to work as a key player in challenging and creating environment.
* Seeking Entry level position in capacity of Logistics & Shipping Management.

**CORE SKILLS:**

Logistics Operation / Coordination, Documentation, Purchasing / Inventory Control, Vendor Management, Supply Chain / Freight Management, Customer / Client Relationship.

**CAREER HISTORY:**

Worked as “**Customer Service Executive**” in **JFA** from Nov 2015 to May 2016.

**COMPANY PROFILE:**

JFA was founded in 1937 to manufacture cane furniture. In the last 70 years. JFA has been the trail blazer in the branded furniture market and the modern retail format. Over the years, JFA has become synonymous with high quality wooden furniture all over South. JFA’s is having 7 retail outlets in convenient locations in Chennai. All of JFA show rooms are ISO certified.

**ROLES AND REPONSIBILITY:**

* Managing service operations with focus on implementing policies & procedures.
* Ensuring that operations at the service points match the company’s standards.
* Resolving any customer complaints.
* Helping to the sales persons by generating leads.
* Performing the assign duties by the customer service director.
* Maintains the report of customer satisfaction.
* Excellent ability to work in group as well as individually.

**ACADEMIC PROFILE:**

**Master of Business Administration [2013 – 2015]**

Institution : Indian Institute of Logistics, Chennai

University : Bharathiar University, Coimbatore

Specialization : Logistics & Shipping

Grade : A

**Bachelor of Commerce [2010 – 2013]**

Institution : The New College (Autonomous), Chennai

University : Madras University, Chennai

Specialization : Commerce

Grade : B+

**Post Graduate Diploma [2013 - 2015]**

Institution : Indian Institute of Logistics, Chennai

University : Bharathiar University, Coimbatore

Specialization : Logistic & Shipping

**COMPUTER PROFICIENCY:**

* MS Office (Word, Excel)
* Operating system: Windows 98/2000/XP/7

**PROJECT SUMMARY:**

**Internship**

Company Name :**Aramex Emirates LLC, Dubai, UAE.** (March’2014 to May’2014).

Department :**Logistics Operations**.

**Areas of Learning:**

* Learned inbound and outbound activities in Logistics Operations.
* Understand the process of Put away Management Replenish ward.
* Understanding the cycle counting process by articles, P.O [pick order] and storage locations.
* Learned about the shipping order process.
* Learned the process of BIN to BIN location for micro level products.
* Understanding the process of pick and pack by item level, Pick order (P.O) and Bulk order transfer through R.F. scanner.
* Understand about the WMS.

**Main project**

Company Name : **Seaport Lines India(P)Ltd., in Chennai**.(February’2015to May’2015).

Project Title : The study on container cargo operation and time study of container cargo movements in the seaport lines (India) Pvt. Ltd. in Chennai.

Department : **Liner operations**.

**Areas of Learning:**

* Understand the process of import & Export.
* Understand the documentation Process for sea fright[NVOCC]
* Understand the type of container cargo services and equipment used for stuffing containers.
* Understand the process flow of delay container.
* Understand the freight forwarding in containers Lines.
* Learned about the Inventory process.
* Understand the responsibilities of CHA and NVOCC agency.

**ACHIEVEMENTS:**

* Gained ISBN Number for “**GLOBAL ECONOMIC CRISES**” in the title “**ISLAMIC WAYS OF ADDRESSING AND CURING THE ISSUES OF UNEMPLOYEMENT AND POVERTY**” held at The New College, Chennai.
* College Secretary in Youth Red Cross.
* Cadet in National Service Scheme.
* Cadet in National Cadet Corps.
* District level winners in Basket Ball Games.
* Received State best student Volunteer Award from Indian red cross society for the year 2013.