**SUMA**

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**JOB OBJECTIVE**

***Seeking challenging assignments in Export Documentation with an organization of repute in FMCG sector, preferably in Sharjah / Dubai***

**PROFILE SUMMARY**

* A competent professional with nearly 10 years of experience in:

**Export Documentation Logistics Operations Client Servicing**

**Process Enhancement Team Management Liaison & Coordination**

* Broad-based subject matter expertise in managing integrated **logistics support programs** that exceed productivity goals and assured continued success in customer satisfaction; integrated the logistics operations with other key departments and Strategic Business Unit
* Adept in assessing and collecting revenue due on imported goods
* Proficient in handling **negotiable instruments & business support** in Multinational Companies
* Demonstrated skills in handling Export & Import **LC & Bank Guarantee Documentation, BG & Collection Docs**
* Well versed with **Computer Office Automation and Office Tools such as ERP (Baan) & MS Office (Excel)**
* Low cost team leader with strong communication and interpersonal skills; proven ability to surpass targets within deadline, regardless of pressure

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**CORE COMPETENCIES**

* Handling all the export documentation
* Coordinating for filing of necessary declarations
* Ensuring total administrative and functional control over department for due compliance
* Devising businesses about statutory requirements and ensuring that these are complied with; handling enquiries; dealing with verbal and written correspondence
* Liaising with other government departments;
* Facilitating the smooth processing & execution of Export sales & purchase orders; minimising transaction costs for export
* Preparing documentation and arranging necessary permissions & approvals from authority for clearance of export of goods
* Overseeing the logistic functions & negotiating with Freight Forwarders for cost effective transport solutions; supervising the shipment from overseas suppliers by sea & air freight; negotiating freight with concerned Shipping Brokers / companies
* Monitoring & analysing the loss in transit and undertaking measures to control the same; ensuring safe shipping / delivery of all materials to plant & branches as and when needed
* Attending to & redressing any discrepancies in shipping / delivery to customers / branches all over by effective operations, thereby maximizing the utilization of available resources
* Preparation of KPI reports for both import and export shipments.

**ORGANISATIONAL EXPERIENCE**

**May 17-July-17 Base and Flavour Sharjah as purchase and Supply chain Coordinator**

**(Dealers of Rawmaterials for Ice creams, Bakeries and Chocolates)**

**(food stuff Trading Company- Temporary Position)**

**Role**:

* Managing all Import documents from the stage of placing the Purchase order until the storage of imported items at the Warehouse.
* Follow up with the suppliers for timely documents in order to avoid demmurages at the port.
* Internal correspondence with concerned department to keep them informed about the status of the shipments.
* Coordinating with the clearing agent and monitoring smooth transition of shipments (Air & sea)
* Acting as purchaser coordinator for sister companies & assisting A/cs with month end closing

**March’15-Dec-15 Al Joudi International FZE.Dubai as Logistics Coordinator**

**(food stuff Trading Company- Temporary Position)**

**Role**:

* Managing all Import documents from the stage of placing the Purchase order until the storage of imported items at the Warehouse.
* Preparation of logistics related reports to the management for all the shipments, (proposed landed cost & Actual landed Cost reports, Shipment tracker.)
* Coordinating with the clearing agent and monitoring smooth transition of shipments.
* Follow up with the suppliers for timely documents in order to avoid demmurages at the port.
* Internal correspondence with concerned department to keep them informed about the status of the shipments.
* Preparation of Debit note and Credit note once the Goods Receipt Note is received from the Warehouse.

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**Jun’12–Jul’13 International Food Stuff Co., Sharjah as Customer Service Junior**

**Manager-Seville Products Limited. / Frozen Division (Meat, Marine & Bakery)**

**Role**:

* Supervised 3 people in Customer Service Dept.
* Looked after daily operations of Customer Service Team (24 × 5)
* Handed operations related to order processing, document issuance, dispatches & invoicing
* Worked with Planning, Warehouse & Logistics Team for timely production & dispatch of goods
* Interacted with Customers, Government Bodies, Inspection Agencies, Banks & Customs Dept. for smooth operations & developed better relations that added more values to company
* Created weekly, monthly sales & operations reports for top management
* Updated the Sales Team & customers (local & overseas) about order status & accounts statement on weekly basis and handled timely collections of funds from customers through continuous follow-up
* Provided support to the sales team, ensuring all sales and service objectives were met
* Scrutinized & authorized the bills related to various expenses / trucking / shipping
* Arranged for meeting across planning, purchase, production & quality departments & updates the minutes for same
* Enhanced the customer service based on client feedback through the development of new policies & procedures
* Resolved all issues related to sales & dispatch
* Assisted in training of new Customer Service Representatives & Associates
* Analyzed the performance data to identify strategies for improvement of service / productivity
* Achieved the customer service levels & standards by implementing & formulating new policies / procedures

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**Feb’07–May’12 International Food Stuff Co., Sharjah (Tiffany Foods Ltd., Seville Products Ltd.) as Customer Service Executive-International markets & Consumer Products** *(Products: Biscuits, Snacks, Chocolates, Wafers & Confectioneries)*

**Role:**

* Checked & evaluated the customer order and prepared Proforma invoices
* Handled the follow-up with customer for order confirmation & payment
* Liaised with Factory, Planning & Logistics Dept. for timely production & smooth dispatch
* Interacted with Freight Forwarders & Shipping Lines for vessel schedules / truck / container / dispatch status OBL & TCN
* Created export documents for customers & customs declaration
* Coordinated with Banks for LC collections, docs negotiation status and timely credit of funds in company A/c
* Handled export operations for Local, GCC, AGCC, Africa, Asia, European, United Nations & Australian markets
* Interacted with customers & resolved enquiries in the absence of Sales Team
* Preparing the proforma invoice, updated customers in case of any gap, sending the proforma to the customer and checked the financial status of bank guarantees, advance cash & LCs to initiate the production process

**Highlights across the tenure**

* Handled a checkpoint at each point to ensure that relevant documentation was in place and managed a bunch of lists like Invoice, Packing List, BOL, Certificate of Origin, Health Certificate & Certificate of Conformity if inspection involved before the dispatch



**Mar’06-Nov’06 Swiss Watch Group, Dubai as Logistics Coordinator**

**Role:**

* Liaised with Brand / Product Managers for new consignments & collected shipping documents for clearance
* Checking the status of shipment, handled the follow-up for Cargo Arrival Notice and instructed the C & F Agent for clearing the shipment
* Preparation of export Air documents like Delivery Advise / Packing List, after receiving dispatch note from Packing / Dispatch Dept.

**PREVIOUS EXPERIENCE**

**Aug’03–Jan’06 Silvertech Engineering, Dubai as Sales Coordinator**

**KPI Reports**

In case of **import shipment** reports like

* **Shipment Tracker** for Ware house to know the status of the pending orders to be received
* **Proposed landed cost** prepared when the order is released for accounts which indicates the cost for the goods to be delivered to the warehouse
* **Actual landed cost** prepared once the actual bill is received from the transporter and this helps us to know the actual landing cost occurred.
* **Good Receipt Note (GRN) summary Report** prepared where this indicates the value of missing/ damage cartons/units from the GRN raised from the warehouse and inturn prepare Debit Credit note.
* **Debit Credit Note Report** for accounts to have a sequence of the notes raised

In case of **Export shipments** reports like

* **Order status report** which was sent weekly to the customers for them to kow the status of their order and the details from the planning dept would indicate the qty produced against the order qty, PE dates, ETD from the Ware house.
* **Documents status report** which included the transit period for Documents to be received from the Government Bodies
* **Container Status Report**  the transit time taken from the date of leaving the factory premises after loading to the date of reaching the customers warehouse
* **Bill of lading Status Report** After submitting the BL draft the days counted till the date of Original Bill of Lading
* **LC Documentation Report** Actual number of days taken to reach the issuing bank from the date of submission of documents to the beneficiary/ exporter bank.
* **Oustanding Statement** **Report** sent to the customers to know the status of the payment to be made for the shipments pending

**TRAININGS**

* **Accounting Package, EX & Tally** from First Computers, Bangalore in 1997
* Training on **Oracle in 2013 & a**ttended the UCP seminars conducted by the bank in the Company.

**EDUCATION**

2014 **MBA in Operations Management** from Jaipur National University, India

1996 **B.Com. (H) in Accountancy** from Malleswaram Ladies Association, Malleswaram affiliated to Bangalore University

**OTHER COURSES**

* **Diploma in Computer Applications (MS Word, Excel & PowerPoint)** from Computers, Bangalore in 1997
* **Graphic Designing Course (Adobe Photoshop, Coral Draw & In-design)** from Multimedia Bangalore in 2004