**Farah**

**Farah.314057@2freemail.com**

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* ACHIVEMENTS
* Awarded the **BEST AGENT** certificate By Annzo Corp.
* **EMPLOYEE OF THE YEAR** 2015 by AL Nahar Electronics Trading Sharjah.
* **ESMA** Training Workshops for Effective imports.
* **Dubai Trade & Intertek Intl** Seminars for import & Export Goods to/from UAE.
* **PROFESSIONAL EXPERIENCE**
* **PROCUREMENT & LOGISTICS EXECUTIVE (APR-2015 TO DATE)**
* **AL NAHAR GROUP OF COMPANIES UAE**
* Business correspondence with all the suppliers in order to purchase Products for OEM Brand of Home appliances.
* Price Comparison & Negotiation with suppliers.
* Purchase Order Preparation and Finalization for all the order placed.
* Inventory control and reorder for the required items.
* Prepare and file all documentation and relevant email correspondences in line with set standards.
* Handle Import & Export including preparation of all the documents i.e. Invoice, Packing List, Country of Origin Certificate etc.
* Prepare of Letter of Credit (LC), TT and other Payment related document.
* Get all required documents attested from the relevant authorities, bank, and customs, insurance etc.
* Complete paper work to acquire certifications or lab test reports for the required items.
* Prepare and issue Sales and Purchase Contracts, Certificate of Origin and Customs/Insurance Declaration, etc.
* Coordinate and liaise with suppliers or buyers to ensure smooth and timely cargo operations.
* Coordinate closely with the logistics and shipping agents for scheduling and bookings shipments.
* Track electronically the status of all the shipments and preparing a report of the same.
* Online custom Clearance by **(Mersal II)** for the shipments arrived on port.
* Prepare and submit statistical reports to the Management.
* Preparation, Distribution and Updating of Price List to for OEM Brand
* Assist and Reporting to G.M regarding all his administrative activities on daily basis.

**ESMA, INTERTEK & SGS REGISTRATION CERTIFICATION.**

* Handling Complete Documentation and Communication with **(ESMA)** “Emirates Authority for standardization & Metrology” The Quality Control Department of UAE, **Intertek Intl & “SGS Intl**” in Order To Get the Product’s Quality Certification’s to Import & Export the goods from all over the world.
* **CUSTOMER SERVICES REPRESENTATIVE (JAN 2009 TO OCT 2010)**
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* Acknowledge and appropriately greet and assist every customer in a timely manner.
* To communicate effectively with other Unit/Department staff in problem solving process.
* Attend to customer questions, complaints and concerns immediately, and facilitate satisfactory resolution.
* Putting complaints in CRM and update the status of complaint by coordinating with the concern department and let the customer know about the status in a proper way.
* Communicate with the existing accounts to increase or maintain levels of the business activity.
* Update Customer Relationship Management database of an organization with new information perfectly.
* Reporting to Contact centre Operations Manager at the end of the shift.
* **QUALIFICATIONS**
* **High Secondary school**

From Punjab University Lahore in 2006

* **Bachelor of Commerce**

From Punjab University Lahore in 2009

* **COMPUTER SKILLS**
* Command on ERP based software’s in order to maintain inventory.
* Advance Level command on MS Office products
* Windows and software installations
* Effective Internet Surfing.
* **LANGUAGES**
* Excellent Proficiency in English communications.
* Fluency in Urdu, Hindi, and Punjabi.
* **EXTRA SKILLS**
* Committed team player with strong analytical and problem solving skills, Willingness to relocate and ability to quickly adapt to new environments and technologies.
* Strong leadership skills and a proven ability to manage and motivate a team.
* A good analytical minded.
* Strong communicator.
* Self motivated.
* Smart worker.
* **PERSONAL DETAILS**
* Date of Birth : 09 December 1982
* Nationality : Pakistan
* Religion : Islam
* Marital Status : Married
* Visa Status :Family Visa
* **REFRENCES**
* Will be furnished upon request.