# Swaleh

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**Date of Birth: 6.6.1975**

**Place of birth:Pongwe,Tanga.TANZANIA,East Africa.**

**CUSTOMS DOCUMENTATION&TARIFF / DECLARATION Officer**

* **Certified Professional in Custom documentation and HS tariff classification in East Africa Customs Management (EAC CMA)** offering a 10-year Customs documentation career distinguished by commended performance and proven results.
* **Extensive background in Customs documentation and Harmonized generalist affairs,** including experience in documentation of finished textile products in imports, chemical products like herbicides and pesticides, various types of motor vehicles, finished agricultural products e.g. sisal yarn, raw agricultural products e.g. cashew nuts and macadamia nuts, Customs records management, Customs policies development and legal compliance using customs management Act.
* **Demonstrated success in negotiating win-win compromises**, developing teambuilding staff programs, and writing personnel manuals, corporate policies, job descriptions and management reports.

**Custom documentation Skills**

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| * Communication Skills using E-mail, custom IQS
* Maritime Law
* Maritime Cargo tracking
* Customs Policies & Procedures
 | * Staff Recruitment & Retention
* Employee Relations
* Customer support advice
* Office & Documents Administration
 | * Orientation & On-Boarding
* Custom documentation Technologies
* Training & Development
* Performance Management
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**Professional Experience**

**FEDROL FREIGHTERS LTD — Tanga, Tanzania**

*Provide guidelines on how to attend customer documents as per ship arrivals or as per cargo requirements and standard operations procedures.*

**Branch Manager,** 2012 to Present

Recruited to help open new company branch in Tanga, guiding the startup and management of a full spectrum of Clearing and Forwarding operations, systems and programs. Worked with senior management to create operations policies and procedures; recruit employees; create group operation procedures; and develop orientation, training and incentive programs. Manage leave-of-absence programs and personnel records; administer client benefits enrollment and programs; administer cost reducing budget; and handle custom offences issues with customs administration.

***Key Results:***

* Played a key role in ensuring the successful launch of Tanga office. Structured and implemented programs and policies in the areas of training, customer type and cargo structures, cargo insurance benefits packages, incentives and new-employee orientation.
* Fostered a teamwork/open-door environment conducive to positive dialogue across the organization. Personal efforts were cited as the driving force behind branch’s employee-retention rate of 89% within an industry where high turnover is the norm.
* Negotiated approximately 15 salary offers and dozens of sign-on bonuses/relocation packages annually at both the exempt and nonexempt level.
* Brought workers’ training program into full compliance. Instituted preferred providers list and trained managers and associates on procedures to follow in case of cargo breakage and pilferage.
* Reduced clearance time by two days to three days through meticulous cargo tracking recordkeeping and ensuring that company follows standard operations procedures and ensuring good and efficient flow of information among staff members and management.
* Wrote employee manual covering issues including disciplinary procedures, code of conduct, information flow policy and equipment operations information.
* Introduced company’s first formal performance review program, creating a flexible and well-received tool that was later adopted company-wide.
* Revised job descriptions across all levels and categories. “Shadowed” and interviewed employees to construct an accurate picture of the duties and skills required for each position.

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**Professional Experience** *(continued)*

**PRESS FREIGHT (T) LTD— Tanga, Tanzania**

*Leading a clearing and forwarding company employing 10 professionals.*

**Head Documentation Officer,** 2007 to 2011

**Custom Documentation Assistant,** 2005 to 2007

Promoted to fulfill a broad range of documentation and operations functions including recruiting and training employees, administering customer care services, overseeing disciplinary action and managing customs records. Co-chaired annual flex-enrollment meetings resolved conflicts between employees and customs officers, coordinated health fairs to promote employee wellness and performed exit interviews.

***Key Results:***

* Trained 5-member management team on interviewing techniques and best practices, conducting workshops and one-on-one coaching sessions that contributed to sound hiring decisions.
* Co-developed company’s first-ever standardized disciplinary procedures and tracking system that insulated company from legal risk and ensured consistent and fair discipline processes.
* Devised creative and cost-effective incentive and morale-boosting programs (including special events and a tiered awards structure) that increased employee satisfaction and productivity.
* Reworked new-hire orientation program to include HR information and company resources.
* Saved company thousands of shillings every month by reducing reliance on employment agencies. Brought the majority of formerly outsourced recruiting functions in-house to reduce billable hours from 200+ to less than 15 per month.

**Education& Certifications**

**OPEN UNIVERSITY OF TANZANIA — Tanzania**

**Bachelor of Business Administration in Marketing**), 2014

*Activities:* Applied learned marketing procedures and negotiations during college.

**Marketing Designations:**

* Customer Care 2011
* International Marketing (Professionalism in Maritime Business), 2012

**Of Note**

**Professional Development:**

* Complete ongoing training in the valuation and Harmonized tariff classification in East Africa Custom Management procedures, and application computer programs like asycuda++, web based valuation system through TISCAN using classification and valuation report (CVR) in 2007.Introduction to Kenya Revenue Authority (KRA) Simba system and Kenya Ports Authority billing system in 2016.
* Attended various seminars and workshops on customs management standard procures and application like TANCIS and TANCIS with single customs territory. In 2014, I attended a one week course in custom valuation and tariff classification conducted in conjunction with Tanzania Revenue Authority (TRA) through Institute of Tax Administration (ITA), Japanese International Corporation Agency (JICA) and Tanzania Freight Forwarders Association (TAFFA).
* I’m a holder of ordinary diploma in clearing, forwarding and port operations from Kenya Institute of Clearing, Forwarding and Documentation in 1999 with a pass mark.
* I’m a holder of Kenya Certificate of Secondary Education (KSCE) in 1997 with aggregate marks of C+ from Khamis High School, Mombasa-Kenya.
* I’m a holder of Kenya Certificate of Primary Education (KCPE) in 1994 From Kongowea Primary School in Mombasa-Kenya.

**Affiliations:**

* Member of Tanzania Freight Forwarders Association (TAFFA)
* Member of Open University Student Organization (OUTSO)

**Computer Skills:**

* ASYCUDA++, TANCIS with single customs territory,
* MS Office (Word, Excel, PowerPoint, Access, Outlook)

**Declaration:**

**Above provided information is true to the best of my knowledge.**

**Signed**

**Swaleh Ali Mohamed**

Customs Issues and Procedures (Export Declarations, Export / Import Permits)
Customs Forms (B3, B2, A8, A10, CCI Reporting and Accounting)
Dangerous Goods (Classification / Identification / Marking / Labelling)
Commercial Documentation (Invoice, Packing List, Certificate of Origin, Export Declaration)
International Payments (Documentary Collections, Documentary Credits)
Export Packaging / Warehousing / Storage / Stuffing
Costing and Quoting (Air Freight / Ocean Freight / Land Transportation)
Purchasing (Supplier Selection, Supplier Evaluation, Spend Analysis, RFP / RFQ / RFI)
Contract Law and Administration
Cargo Security & Compliance
Operations Management
Negotiations and Supplier Management
Inventory Control and Materials Management
Microsoft Office Applications (MS Word, MS Excel, MS Outlook, Power Point)
Business Communications (Office Procedures)