**Akhila**



C/o-Mobile: +971503718643 | E-mail: [akhila.341813@2freemail.com](mailto:akhila.341813@2freemail.com)

Visa Status: Visit

Notice Period to join if selected: 01 month

**CAREER STATEMENT**

A dedicated and helpful Customer Service Representative with experience in logistics, shipping and freight forwarding. Able to work independently and use in-house resources effectively, such as online databases and problem resolution procedures.

**PERSONAL INFORMATION**

Gender : Male

Nationality : Sri Lankan

Date Of Birth : 07-02-1992

Schools Attended : Thurstan College, Colombo 07, Sri Lanka | ST. Johns College, Nugegoda, Sri Lanka

**EDUCATIONAL QUALIFICATIONS**

G. C. E. Ordinary Level Examination, SL - 2008 G. C. E. Ordinary Level Examination, SL - 2012

Subject Grade Subject Grade

Science Distinction Pass Combined Mathematics Credit Pass

Sinhala Distinction Pass Chemistry Credit Pass

History Distinction Pass Physics Credit Pass

Buddhism Distinction Pass

Music Distinction Pass

Health Distinction Pass

English Very Good Pass

Mathematics Very Good Pass

Commerce Very Good Pass

**OTHER QUALIFICATIONS**

* Certified in Business Management & IT which was conducted by The Lanka BPO Academy, Sri Lanka
* Certified in Freight Forwarding/ Logistic Services & Multi-Modal Transport which was conducted by The Shippers Academy Colombo, Sri Lanka
* Member of a school Traffic warden unit

**EXTRA CURRICULAR ACTIVITIES**

* Member of school Rotaract Club
* Member of school First Aid Unit

**PROFESSIONAL EXPERIENCE**

* 03 years and 07 months of working experience as a Customer Service Executive and Sales Coordinator for airfreight and seafreight in Yusen Logistics and Kusuhara Lanka Pvt Ltd, a subsidiary company of NYK Group

KEY ACCOUNTABILITIES FOR AIRFREIGHT

* Sending quotations to clients regarding new shipments and match their requirements to secure new businesses for the company. Obtaining instructions from Shippers and network agents for flight reservation and to proceed the shipments more efficiently.
* Ensure to execute Master Airway Bill (MAWB)/House Airway Bill (HAWB) by adhering to Standard Operating Procedures (SOP’s given by destination agents, shippers, consignees or any other party such as transshipment hub etc.) and company rules/regulations with 100% accuracy on a timely manner by effective communication/co-ordination with the following parties in order to confirm the acceptance of the goods.
* Shippers and Airlines
* Overseas Agents
* Custom House Agents (CHA)
* Local Authority Departments such as customs, Board Of Investment, Air Cargo Village, Chamber Of Commerce, Department Of Plant Quarantine, Department Of Archeology etc
* Warehouses
* Transporters
* Sales, Operations and Finance Departments
* Update the company local system and ensure the accuracy of information.
* Closely follow up from the point of flight departure, till the consignments arrived to destination
* Arrange smooth clearances and deliveries at the destination for the customers who have a special requirement to deliver their goods to consignee’s door step.

KEY ACCOUNTABILITIES FOR SEAFREIGHT

* Attend to customer inquiries by providing rate quotations for freight, custom clearance and delivery of goods to particular destinations.
* Communicate with Shipping Lines and all other service providers to negotiate competitive rates to secure new trade lane businesses.
* Arrange relevant space reservations in vessels to carry the containerized cargo.

**PROFESSIONAL EXPERIENCE**

* Attend to arrange value added services such as cargo palletizing, fumigation, transportation
* Attend to reserve reefer containers and give the temperature controlling instructions to shipping lines when there are frozen and perishable goods such as sea foods, fruits, vegetables, and flowers etc. which need to be carried inside the containers.
* Get proper instructions from shippers to execute the BL’s for each shipment and if cargo goes to Japan, USA ports or else any other Europe ports cargo manifests have to declare to respective county customs before the initial deadlines.
* Updating the local and principal system data for each new business and maintain the records on timely manner
* Sending shipment updates and reports to clients on day to day basis
* Attend to finalize the financial process for each shipment by taking all the relevant revenue and cost

I do here certify that above particular details are true and correct as per best of my knowledge.