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**MR. GEORGE**

**Email:** **goerge.347584@2freemail.com**

**Light Vehicle Driving License**

**OBJECTIVE**

**Seeking a position In Logistics, Customer Service,where my extensiveExperience/Knowhow will**

**Further be productive/utilized& explored. A quick leaner and always willing to learn.**

* **Skills: *Time Management, Customer service, Problem solver, Planning and Organizational skills, excellent communication skills,Managerial***.
* **Abilities: Excellent team player, Disciplined, Hardworking and Self-motivated, Able to work under pressure with minimal supervision.**

**CAREER HISTORY:-**

**CEVA-4 JAFZA**

**LOGISTICS EXECUTIVE.**

**NOBLE,PARAGON, TRANSOCEAN & SHELF ACCOUNT’S**

* Advice customer in case SKU is not available with relevant alternative if available.
* Handle all Billing on timely manner.
* Periodic cleanup of order books.
* Preparing of shipping documents.
* Keep customer updated on volume of cargo to ensure space maximization.
* Acknowledge orders on receipt from the customer within given time frame.
* Providing (commercial invoice & packing list) CIPL.
* Providing POD/GP when releasing the shipment.
* Verifying documents of shipments order by regions.
* Resolve problems- concerning transportation, logistics systems, imports or exports, or customer issues.
* Tracking of shipment through SSA/ C2C Warehouse Management systems.
* Work toward driving the customer to maximize order values.
* Keeping customer updated on dispatch and established dispatch timelines.
* Arrange transportation &services for all orders to ensure material is delivered as per schedule.
* Monitor and ensure of all arriving loads of Cargo are up to customs standard.
* Sending of pre-alert of the shipment arrival/departure (ETA/ETD).
* Conformation of BOE and HSC are matching the shipment received.
* Investigate and resolve customer’s all related queries.

**ARAMEX EMIRATES: LOGISTICS DEPERTMENT12/2012 TO 2014 SEP**

**Schlumberger Oil and Gas project**

* Constantly monitor due picking list and handover picks to the warehouse.
* Regularly monitor the picking process and prints the invoices once picks are completed.
* Make sure all the ULD to be used are up to standards according to the destination of the shipments.
* Verifying of shipments and batch order by regions.
* Tracking of shipment through SSA Warehouse Management systems.
* Stock-taking to determine what we have given out and still in (FIFO & LIFO).
* Quality control report writing.
* Preparing for shipment to be shipped out.
* Signing proof of delivery/handover (POD).
* Conformation of BOE if matching the shipment received.
* Basic dangerous good knowledge.
* Direct inbound or outbound logistics operations. .
* Record shipment data such as weight, charges and damages.
* Rectify problems such as damages, shortages and non-conformance to specifications.
* Resolve problems- concerning transportation, logistics systems, imports or exports, or customer issues.
* Monitor product import or export processes to ensure compliance with regulatory or legal requirements.

**CUSTOMER SERVICE**

**KNIGHT BRIDGE GLOBAL, DUBAI**

**DUTIES:**

* Professionally handle and resolve customer complaints to their satisfaction.
* Provide accurate information about company products and services
* Recording details of inquiries, complaints, and comments, as well as actions taken.
* Follow up to ensure that appropriate changes were made to resolve customers' problems.
* Contact customers in order to respond to inquiries or to notify them of claim investigation results and any planned adjustments
* Refer unresolved customer grievances to designated departments or Managers for further investigation.

**RAMP OPERATIONS/ CHECK-IN AGENT**

**KENYA AEROTECH LIMITED (passenger/Cargo handling company AUG, 2004- DEC, 2006)**

**DUTIES:**

* Ensure on time-round performance is maintained
* Basic Knowledge of Refueling of Aircraft
* Making sure the ULD (unitized loading device) are handled and stored safely
* Verifying of shipments when receiving and handing over to logistics company and vise versa
* Loading and offloading supervision
* Operating system (747 power driven unit
* Commissioning of the petroleum tankers in charge of the airline that we give service
* Check in passengers and their baggage
* Customer service
* Assist passengers with special requirement or lost baggage
* Verifying the passenger list to see whether all passengers have gone through the boarding gates
* Issuing travel ticket to the passengers

**TECHNICIAN/SALES MAN**

**SHALTECH COMPUTERS MAY 2001-JULY 2004**

**DUTIES:**

* Installation of PCs peripherals and other IT hardware
* Memory upgrading
* Selling and advising customer on good way to use computers
* Knowledge of networking LAN/WAN
* Servicing of photocopy, printers, PCs
* Excellent presentation

 **CUSTOMER SERVICE**

 **BENCE STATIONERS Jan to Nov 2000**

 **DUTIES**:

* Attending to customers’ needs
* Looking for more customers(Prospecting)
* Selling in wholesale/retail
* Photocopying and Typesetting
* Solving of customers complaints in professional manner

**PROFESSIONAL QUALIFICATION:**

**NAIROBI AVIATION COLLEGE - Jan 2001 TO 2003 MAY**

**DIPLOMA IN CUMPUTER ELECTRONICS ENGINEERING**

**OTHERS QUALIFICATION,**

* **U .A.E DRIVING LICENSE, with own car**
* **DANGEROUS GOOD COURSE CERTIFICATE**
* **FIRE FIGHTING & BASIC FIRST AID.**

**COMPUTER APPLICATION**

MS Word, MS Access, MS excel, MS window, MS Power point, Email, Internet,

**HOBBIES**

Watching Soccer, Playing Basketball, Rugby, listen to

Music, Traveling and Video taking

**PERSONAL DETAILS**

* **Language spoken English, Swahili, Basic Arabic**
* **Age 35 Yrs.**
* **Employment Visa Expire 16/7/16**
* **Nationality KENYAN**
* **Marital Married**

REFERENCE upon REQUEST