**SANOOP **

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**Job Objective**

A **Supply Chain & Logistics Professional**, seeking challenging assignments in **Supply Chain / Logistics** with an organization of repute.

**Profile Summary**

* A competed professional with 5 years of experience in:

Logistics Supply Chain Management Freight-Forwarding

Sales & Marketing Export & Import Operations Customer Service

* Proficient in handling the complete commercial documentation involved in import & export trade and tracking various drawbacks
* A focused professional with excellent communication skills ,excellent negotiation skills and consultative skills

**Organizational Experience**

**Oct'14 – Sep’16 Wilhelmsen Ships Service AS Dubai - United Arab Emirates as Logistics Coordinator / Forwarder – Supply Chain**

* Ensuring compliance to export documentation process for shipment from any country and entry into country of destination.
* Involved in identification & selection of optimized transportation and relevant documents.
* Coordinate with custom house, agents and other external agencies for ensuring timely clearances and cost effective transport solutions.
* Scheduling shipments aligned to transport schedules and transit times.
* Logistics: Efficient logistics operation in compliance with maximum customer care and customer satisfaction.
* Monitoring & controlling stock. To plan, direct, manage and oversee the stock.
* Procurement: Procuring the product on a day to day basis from local & international market & internal branches.
* Keep a track for all the deliveries, either from the terminal or direct deliveries and provide information to Inventory controller.
* Reviewing purchase orders with regards to finance, compliance policies & practices, changing legal frame work/ business models.
* Evaluating international orders for errors/ necessary adjustments in compliance to transport instructions.
* Liaising with import & export daily operations department pertaining to classification, licensing & other compliance related matters.
* Coordinating with agents across gulf region.

**Mar'12 - Sep'14 Modern Freight Company LLC, Dubai - United Arab Emirates as Operations Assistant - Sea Freight, Clearance & Forwarding**

* Responsible for handling some of the main accounts of the company.
* Processing & clearing customer’s import shipment from the port of customs.
* Arranging trucking to the customer’s warehouse at the lowest price.
* Booking of vessels to various destinations by coordinating with the shipping line.
* Meet deadlines with a sense of urgency, using time management and prioritizing tasks.
* Coordinating with the warehouse team for loading and with transporter to gate in the export shipment before the vessel cut-off.
* Tracking the containers and reporting to customer on regular basis as per their requirement.
* Providing Bill of lading instruction to shipping line, giving instruction to customers in preparing the custom clearance documents at origin/destination.

**Nov'07 - Mar'09 Mitsui OSK Lines India Pvt. Ltd., Chennai, India as Trainee**

* Undergone training in sales & marketing, operations, finance & documentation departments for a period of 6 months.
* Knowledge in handling both liner & logistics activities.
* Responsible for sales support and customer service activities.
* Responsible for managing the key accounts of the company.

The initial training period of 6 months helped in gaining knowledge about the industry and the activities in different departments. Later, I was in the sales and marketing department as an export sales support handling some of the key customers assisting them with their export formalities.

**Key Result Areas:**

**Logistics Operations**

* Managing the logistics functions and negotiating with transporters & C&F agents for cost effective transport solutions & clearances
* Taking adequate measures to monitor and analyze the performance of transporters, processing & packaging units pertaining to cost, quality and delivery norms

**Export & Import Operations**

* Managing the export / import operations and maintaining various documents for the same; establishing letters of credit, remittances, license route & vetting of necessary commercial documents
* Coordinating for customs clearance, export / import matters & with various authorities, shipping companies and other external agencies for various clearances / approvals

**Client Relationship Management**

* Managing customer centric operations & ensuring satisfaction by achieving delivery & service quality norms; attending to complaints and undertaking steps for effectively resolving them
* Interacting with the customers to gather their feedback regarding the product satisfaction

**Highlights:**

* Experience and knowledge in logistics and supply chain activities
* Knowledge in custom clearance procedures for export & import shipments in UAE by sea and air.

**Education**

* MBA in association with IBM at the National School of Business, Bangalore and ESC Pau, France in 2011
* Bachelor of Business Management from Dr. GRD College of Arts and Science, Coimbatore, Bharathiar University in 2007

**IT Skills**

* Microsoft Office 2013 and Internet Applications

**Projects Handled**

**Business Project at Lafarge – Bangalore**

**Title: Penetration of Ready Mix concrete in the base of the pyramid (BOP) segment**

Duration: 3 months

Role: Team Leader of a group of 4 students (2 Indian and 2 French)

Objective: The aim of the project was to identify the opportunity for ready mix concrete and other quality construction materials in the BOP segment (slums) in Bangalore for one of the biggest construction company in the world.

Description:

* Identified the local construction practices in slums as well as the role of different parties involved in the construction activities in slum
* Responsible for the collection of primary data through fieldwork in segments for the mission
* Deftly analysis of data, giving recommendations and presentation of results
* Helped in understanding more of the analytical process
* Assisted in analysing consulting skills by providing recommendations & feedback about the project to the company

**Title: Survey to study ‘Impact of mobile phones on youth’ - Coimbatore**

Duration: 1 Month

Objective: Involved identifying customer preference towards mobile phones among youth in Coimbatore city

Description:

* Identified the brand preference of the customer, amount the buyer is willing to pay also major traits expected while buying a mobile phone
* Helped in identifying preference of youth while purchasing a mobile phone

**Title: Western India Plywood’s - Kannur**

Duration: 20 days

Objective: The project was an organizational study focusing on Marketing, Sales, Finance, Production and Personnel functions of the organization

Description:

* Reviewed operating procedures of various departments within the organization, production & marketing process in depth
* Studied the workers benefits & welfare measures
* The project helped to gain practical knowledge on working of a manufacturing entity, It also provided an insight into the various activities that take place in the organization for the production of plywood

**Personal Details**

Date of Birth: 2nd November, 1986

Languages Known: English, Hindi, Malayalam and French (Beginner)

Marital Status: Single

No. of Dependents: 0

Driving License: United Arab Emirates LMV

Nationality: Indian