**NISHANTH**

**NISHANTH.366317@2freemail.com** ****

**- SENIOR LOGISTICS & OPERATIONS MANAGEMENT PROFESSIONAL -**

**Over 10 years of expertise in:**

Operations Management ⧫ Shipping Operations ⧫Logistics Management ⧫Customer Relationship Management

Port Operations⧫ Vendor Management ⧫ Cargo Supervision ⧫ Reporting & Documentation ⧫ Quality Control

Safety Assurance ⧫ Liaison & Coordination ⧫ Supply Chain Management ⧫ Contract Management ⧫ Negotiation Involvement

**PROFILE OVERVIEW**

* Performance driven professional with enriched experience in ensuring proper compliance and adherence to export & import administration regulations and researching innovative technologies & alternative methods to improve shipping operations
* Rich experience in maintaining logistics operations with minimal materials shortfalls and conducting routine inspection & quality verification for warehoused stock and outbound cargo
* Proficient in maintaining and improving overall operational efficiencies and evaluating supplier performance to meet quality & delivery necessities, thereby contributing to maximize productivity
* Proven expertise in coordinating with internal/external customers for running successful logistics operations with experience of implementing service standards for business excellence
* Experienced in monitoring the distribution of goods to ensure the timely delivery of ordered stock to the right location at agreed costs and also accountable for submission of document directives to impose processing of exports
* Seasoned and effective communicator with strong interpersonal, analytical & problem solving abilities

**CAREER CONTOUR**

**OPERATIONS EXECUTIVE ⮊Concord Pacific Shipping LLC**, **Dubai Oct ’16 – Till Date**

**Key Deliverables**

* Executed daily operations to optimize customer shipments.
* Tracking incoming and outgoing shipments using Database Entry.
* Worked as a team member and helped Sales Team to meet shipment goals.
* Reported all inventory and shipment issues to supervisor immediately
* Negotiated rates and shipping arrangements with carriers, ensuring that the required profit margins as directed by the company were achieved.
* Maintained customer accounts through internal software (FLOTILLA)
* Answered customer inquiries via phone, e-mail, and fax
* Monitored shipments and provided daily updates to customers

**OPERATIONS EXECUTIVE ⮊**[**Meridian Freight Links Logistics LLC**](http://www.mfldubai.com/), **Dubai Nov ’12 – Sept ‘16**

**Key Deliverables**

* **Operations Management:** Evaluating advancement of air freight imports and exports operations. Actively developing customer bills for customs clearance as per client’s guidelines & quotes and reporting to GM and Operations Manager. Ensuring on-time collection of payments from clients, prior to executing the job or Approval is received from CEO, GM or BDM. Handling various concerns linked to shipping shortcomings &overages and also addressing the inventory control issues. Providing corrective direction for systems improvements and relevant changes in cargo scheduling to meet operational requirements as per export laws & regulations.
* **Logistics Management:** Driving costs savings measures in logistics operations with a focus to meet visibility & variability. Providing proactive communications and solutions to resolve existing distribution issues. Ensuring all effective functioning of company's supply chain components, including purchasing, warehouse, transportation and inventory, storage activities. Analyzing results of logistics operations to discover more competent approach to utilize organizational available resources / stock. Defining the elements of port maintenance for smooth transition of cargo by delivering high quality logistic services.
* **Reporting & Documentation:** Playing a vital role as Management Representative in handling ISO documentation. Monitoring the implementation of ISO 9001:2008 into the company to provide applicable export documentation. Maintain up-to-date export files in a structured & cataloged system. Efficiently preparing the:
* Export customs documentation tasks in accordance with a scope of work quoted
* MAWB & HAWB, as per instructions received from Shipper or Overseas agent
* Airfreight quote as per INCO terms and requests made by clients, overseas agents & sales employees
* **Customer Relationship Management:** Improving operational efficiencies of customer orders and ensuring the offered company’s services meets the expectations & needs of customers. Providing best solutions to customers in the areas of shipping line, freight forwarding and logistics with an aim to cultivate healthy long-term business relations & contacts with customers.

**OPERATIONS EXECUTIVE (General Trading) ⮊**[**Ocean fair International Shipchandling LLC**](http://www.oceanfair.com/)**, Dubai Sep ‘11 – Jul ‘12**

**Key Deliverables:**

* Played a vital role in identifying & fulfilling customer demands by looking after purchase orders, packaging process, transportation and warehousing
* Organized the secure & efficient receipt, storage & dispatch of warehoused goods along with safeguarded warehouse operations by establishment of security procedures & protocols
* Involved in processing quotes by upgrading the product knowledge and sourced the same from the various suppliers in local market in order to achieve the most competitive price with quality product
* Processed the numerous orders by arranging all the items from the quotation including the necessary changes made in the list by our clients within the given time frame
* Assisted in preparation & maintenance of the essential documents for proper functioning of supplied items; comprised delivery notes, invoices and customs documentation
* Recognized the right product at the right price from designated suppliers& vendors with a focus to deliver high quality products to customers and ensured the fulfillment of customers’ necessities
* Made sure the on-time generation of invoices for sales made to clients
* Participated inconsidering the agreed price is matching up the product’s quality or not as supplier quote and negotiated with suppliers for the same

**OPERATIONS EXECUTIVE (Prime Vendor) ⮊**[**Seven Seas Ship chandlers LLC**](http://www.sevenseasgroup.com/)**, Dec ‘08 – Aug ‘11**

**Key Deliverables**

* Oversaw the wide management of the strategic sourcing, procurement, contracting terms and shipment arrivals
* Delivered instructions &recommendations for proper placement of technical & provision stores and supplies to vessels
Interfaced with various customers to develop the several quotations according to vessel & customer needs
* Examined the incoming & outgoing correspondences along with processed the invoices on regular basis
* Took part in reviewing sourcing and procuring competitive quotation to offer quality goods from the suppliers & vendors
* Checked the efficient preparation of Purchase Orders, monthly statements & reports by synchronization with vessel managers & agents for timely delivery
* Booked the containers for shipment by means of Air to the respective base at Afghanistan/ Djibouti by harmonization with organizational logistics team for smooth containers delivery

**Highlights:**

* Honored with:
* Certificate for appreciation for serving US Air forces (Oct ‘10 – Apr ’11)
* Certificate for the Best Employee and the Best Team of the Quarter

**Port Officer 1 / MANAGEMENT TRAINEE ⮊**[**Adani Enterprises Ltd**](http://www.adani.com/)**., Belekeri Port, Karnataka, India Sep ‘07 - Nov ‘08**

**Key Deliverables**

* Observed the transportation of raw materials to manufacturers and finished goods to retailers
* Delivered support in loading and unloading of cargoes on ships and managed the suppliers and distribution practices
* Integrated and optimized all the steps required to produce the right product and deliver it to the end user at the right time
* Successfully handled inventory management, supply chain management, yard management and contract management
* Efficiently handled stevedoring operations by coordination with shippers, suppliers, transporters, agents and surveyors & scheduled shipments
* Resourcefully supervised Cost & Freight & stevedoring contracts along with created well-organized systems & procedures for cargo tracking
* Efficiently directed port logistics, required materials and supply chain tasks, exports and shipping documentation
* Checked the on-track movement of cargo from mines to port and maintained a planned load rate
* Proficiently planned & implemented transport operations in consultation with purchase &trading department
* Offered valuable support for in effective running of transportation process
* Managed flotilla of barges, tugs chartering, contracting barges, vessels for lighter age and negotiations with a view to ensure statutory compliances with government bodies as port authorities, pollution control board, mines & geology department, coastal regulatory zone authorities and networked with customs department

**PRIOR EXPERIENCES**

**BACK OFFICE EXECUTIVE ⮊**[**ShareKhan Ltd.**](http://www.sharekhan.com/Campaign/CampaignLanding/default.aspx?sourceid=109&campid=61&keyword=sharekhan%20ltd&campaign=65415874&adgroup=2108900914&gclid=CKy1-KaDocgCFQgRjgodNCYEJg)**, Mangalore Nov ‘05 – Sep ‘07**

**Key Deliverables:**

* Identified existing & upcoming risk issues in consultation with head office
* Generated daily reports based on brokerage, risk, ledger, trial balance and holding statements
* Settled down varied customer queries & requests on operations matters; included ledger, holdings &late delivery of shares
* Took care of KYC account opening forms & related inquiries and IPO section (punching/ follow up) & concerned issues

**EDUCATION & CREDENTIALS**

**Post-Graduation (Business Management)** 2005

St Aloysius College, Mangalore

**BBM** 2004

St. Aloysius College, Mangalore, Mangalore University

**Courses:**

* 6 months Diploma (Computer Application) from MICE, Mangalore
* Export Management Procedure and Documentation course from SSI-Bangalore

**Trainings:**

* Personality Development
* Leadership Training

**Project Undertaken:** Mangalore Cashew Industries-Mangalore

**IT Skills:**  Conversant with using MSOffice Suite (Word, Excel & PowerPoint) and Internet Applications