**SHEEJU**

[**SHEEJU.367123@2freemail.com**](mailto:SHEEJU.367123@2freemail.com)

**CAREER OBJECTIVE:**

* Tobe absorbed in a dynamic and reputed organization in order to achieve sustained growth and recognition and to be a contributing team member where my abilities and experiences can be a significant factor in helping achieve the company goals.

## PROFESSIONAL PROFILE:

## More than 9 years of experience in Import, Export, Operations& Customer Service

* Ability to handle Customer relations
* Ability to correspond independently.

**SUMMERY OF EDUCATIONAL QUALIFICATIONS**

Bachelor of Commerce (Bcom) (Calicut University)

Pre-Degree (Calicut University)

Diploma in Computer Accounting.

## EMPLOYMENT HISTORY

**(October 2010 – Till date)**

**ORGANIZATION : CMA CGM AND ANL (NE) LLC, DUBAI -UAE**

**JOB TITLE : EXECUTIVE IN EXPORT, IMPORT DOCUMENTATION AND IMPORT CUSTOMER**

**SERVICE**

**EXPORT DOCUMENTATION**

* Updating bills of lading and Cross checking updated bill of lading details.
* Handling amendment request from customers.
* Monitoring long staying shipments, comply department, discharge Port & CMA CGM HO.
* Follow up with customers to get shipping instructions before cut off
* Updating bills of lading and Cross checking updated bill of lading details.
* Handling amendment request from customers.
* Preparing Freight invoices to customers once confirmation received from customer service Team.
* Releasing bills of lading to customers.
* Maintaining vessel wise reports.
* Ensure all email correspondences and phone calls are answered in a timely manner.
* Developing and maintaining a healthy relationship with internal and overseas agents and H.O.

**IMPORT**

* Handling import queries from customers like vessel arrival, charges, demurrage, BL status, connection vessel details etc.
* Manifest feeding and uploading through Dubai Trade portal.
* Sending cargo arrival notice to the customers.
* Co-ordinating with the Overseas Counterparts.
* Follow up for the long staying import container.
* Sending SOA to the credit customer with related invoice and B/L copies.
* Provide team support and ensure proper coordination among employees
* Preparing Weekly and monthly reports.

**BL COUNTER/ D.O COUNTER**

* Receipting the payment in Accounts system and releasing Bill of Lading to the customer.
* Issue Delivery Orders /NOC/D.O revalidations accurately within the minimum turnaround time of customer arrival at the counter.
* Ensure mandatory receipt of 1st set of OBLs and all other required authorization documents prior release of Delivery Orders to customers.
* Ensure reference to credit arrangements of customers while issuing D.Os.
* Ensure reference to PDC arrangements of customer’s prior accepting cheques from customers prior issuance of delivery orders.
* Perform accurate receipting at the counter for respective invoice payments received.
* Ensure utmost due diligence while accepting cheques from unknown or irregular customers.
* Reconcile cheques and cash payments received accurately with respective invoices/receipts and submit the same to the finance dept. before close of business day.
* Daily collection report sending to all concern on daily basis.

**(October 2007 – September 2010)**

**ORGANIZATION : OMEGA SHIPPING & CARGO LLC**

**JOB TITLE : Sr. EXECUTIVE IN DOCUMENTATION AND OPERATIONS**

Job Profile:

* Handling Sales/Operations as well as Documentation Jobs including Import /Export customs Declaration processing in MIRSAL II, Bill Of Lading preparation etc.
* Handling Customer queries related to import / Export through phones and e-mails.
* Airway bill and Delivery Order preparation through Calogi.
* Coordinating with logistics Team.
* Cargo Booking and Follow-up.
* Preparing monthly statistics.
* Interacting with the port & shipping lines.
* Co-ordinating all the operational activities in CFS related to container import, re-export, cross stuffing and direct delivery.
* Maintaining track of all the Export / Import jobs
* Coordinating all other operational activities including transportation for all types of shipments.

**(March 2002 – July 2007)**

**ORGANIZATION : FIRST FLIGHT COURIERS LTD**

**JOB TITLE : OPERATIONS INCHARGE**

Job Profile:

* Handling Operations activities in Kannur and kasaragod dist.(Kerala, India)
* Consignment manifesting and dispatching.
* Web updating of all import export consignment details for tracking.
* Handling Customer queries related to import / Export through phones and

e-mails.

* Giving system support to Accounts department.
* Sending MIS reports and other weekly, monthly and annual reports to RHO, Cochin and Corporate office Mumbai.

#### LANGUAGE SKILLS

* Perfect command of spoken and written English, Hindi & Malayalam.