**Deepak**

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**Professional Profile**

*An ambitious and dedicated Store In Charge with over 10 years’ experience in Cargo Management and Port Operations. Effectively leads, develops and motivates staff to deliver consistently high standards of service. A customer-focussed professional with a proven track record of delivering consignments safely and within agreed deadlines. Continually monitors freight operations, promptly identifying inefficiencies and implementing process improvements to enhance operational efficiency. Ensures diligent adherence to all relevant policies, procedures and legislation. Adept at handling commercial documentation and maintaining accurate records. Utilizes strong communication and interpersonal skills to develop productive working relationships with customers, regulatory authorities and colleagues at all levels. A highly self-motivated individual who actively pursues opportunities to gain new skills and knowledge, having completed numerous professional certifications. Now seeking a challenging new role in your reputed organization, which makes best use of existing skills and provides opportunities for professional development.*

**Professional Competencies**

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| * Cargo / freight management and port operations | * Strategy planning |
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| * Administration | * Relationship management |
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| * Training and development | * Documentation and record keeping |
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| * Team working to achieve objectives within deadlines | * Process improvement projects |
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| * Liaising with customers and regulatory authorities | * Handling and coordinating security efforts |
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| * Supervising customer service operations | * Cross-function cargo planning |
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| * Compliance with policies, procedures and legislation | * Compiling daily inventory and tracer reports |

**Career Summary**

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| **11/2015 – 05/2017** | **EMIRATES REFRESHMENT U.A.E. Store In Charge for finish goods** |
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|  | * Prioritizing workload and organizing time to fulfil multiple responsibilities simultaneously including managing incoming / outgoing items with MICROSOFT DYNAMIC GP. * Making Daily gate pass for the sales man as per their daily load request form. * Settle all the salesman gate pass along with their sales invoices as per required details. * Making WTR (Warehouse Transfer) entries as per the request done from another warehouse. * Receiving & Tally FG items from factory and other warehouse as per the delivery note issued from them. * Follow FIFO and LIFO process for avoid any date issue in warehouse. * 100% tally of stock between system & physically in warehouse daily as well as month end physical count taken by account departments. * Close monitoring of sales return / damage and other near expiry items and do further steps as per company policy. * Also, having control that items are proper place as per the location define for items in system for easy finding and counting. * to facilitate efficient warehouse, including damaged / spoiled items * Printing picking sheets in accordance with invoices received and diligently replenishing items in the picking line in accordance with picking product purpose on a daily basis   Carefully checking the |
| **12/2013 – 07/2015** | **NATIONAL TRADING & DEVELOPMENT ESTABLISHMENT, Dubai, U.A.E.** |
|  | **Store In Charge, AG Warehouse** |

* Effectively prioritizing workload and organizing time to fulfil multiple responsibilities simultaneously including managing incoming / outgoing items with ERP (Warehouse Management System) module software
* Preparing WTR to facilitate efficient transfer of items from various locations to the main warehouse, including damaged / spoiled items
* Printing picking sheets in accordance with invoices received and diligently replenishing items in the picking line in accordance with picking product purpose on a daily basis
* Carefully checking the violation report on a daily basis to maintain consistent compliance with the FIFO rule and conducting a daily inventory of warehouse items to ensure that all information is accurate / up to date
* Ensuring implementation of the FIFO method when distributing items to the market, also, preparing MPO (Multi packing out) as per the division order for sending items to the market
* Coordinating the storage and transfer of pallets within the warehouse, as required, additionally, preparing WSP, sales invoice returns and any other documentation required for daily operations

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| **2006 - 2013** | **DULSCO LLC, Dubai, U.A.E.** |
| **2010 – 2013** | **Supervisor, Cargo Operations for ADCC (Abu Dhabi Cargo Company)** |

* Producing a monthly schedule for ADCC employees, drafting passes for Abu Dhabi Airport / ADP process, conducting site visits prior to the deployment of employees and briefing staff regarding findings
* Fulfilling responsibility for managing monthly / yearly passes for Khalifa, Musaffah and Meena Zayed Port, also, carrying out the Emirates Aluminium (Emal) Pass Process for Emal personnel
* Producing a comprehensive monthly manpower utilization report for timely submission to management, also, continually evaluating training needs and planning / formulating employee test dates accordingly
* Conducting frequent site visits to elicit client / employee feedback, performing duties as a Camp In-Charge / Transport In-Charge and conducting administrative look out for the time keeping section

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| **2009 – 2010** | **Supervisor, Cargo Operations for Dnata Cargo (FG1 & FG5, Dubai International Airport)** |

* Preparing a monthly schedule for ADCC personnel and participating in the deployment of employees in FG1 / FG5 according to data requirement
* Planning the next shift a day in advance to ensure smooth operations and client satisfaction, also, managing the breaking of pallets in the breakdown area and entering AWB into the systems DACS+ via a HHT
* Preparing LCS (Location Capture Sheet) as required and sorting these by Air Way Bill and House numbers in accordance with the Breakdown Manifest
* Delivering cargo as directed in the delivery order and ensuring consistently high standards of customer service, including providing assistance during the process of receiving or delivering their cargo
* Diligently verifying the cargo as per IATA regulations / airline instructions, cross-checking for EMBARGO in any airline an promptly locating the cargo in the warehouse
* Developing productive working relationships with colleagues at all levels and coordinating with SA build-up in cases where a booked flight cannot be sent

**Previous experience:**

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|  | **DULSCO LLC, Dubai, U.A.E. cont.** |
| 2007 – 2008 | Team Leader, Dnata Cargo |
| 2006 - 2007 | Cargo Assistant, Dnata Cargo (FG 1, Dubai International Airport) |

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| **2002 - 2005** | **AMMICO CONTRACTING CO. W.L.L., Doha, Qatar** |
|  | Administrative Officer |

**Education**

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| **ISC:** | Physics major  Tribhuvan University, 2001 |
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| **SLC:** | Secondary Leaving Certificate (7 subjects, including English and Mathematics)  HMG Board, Nepal, 1998 |

**Professional Development & Certifications**

* Managing Safely

Institution of Occupational Safety and Health (IOSH), Dulsco E learning, Dubai, U.A.E., 2011

* Getting Started; Administrative Support Certificate of Training

Dulsco E learning module, 2011

* Cargo Product & Knowledge (CPKD)

Emirates Aviation College, Dubai, U.A.E., 2008

* Dangerous Goods Handling (DGH)

Emirates Aviation College, Dubai, U.A.E., 2007

**Achievements & Awards**

* Certificate of Appreciation for Team Spirit, Enthusiasm and Hard Work during the Freight Gate 5 Opening

Dnata Cargo, 2007

**Key I.T. Skills**

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| * Microsoft Office Suite |
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| * Internet and email (MS Outlook) |

**Personal Details**

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| **Languages:** | Nepali (mother tongue), Hindi, Urdu and English |
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| **Driving license:** | Full; U.A.E. |
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| **Interests include:** | Long distance driving |

**REFERENCES ARE AVAILABLE ON REQUEST**