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| **Aseef**  Logistics | Shipping | Operations | Customer Service  [Email : [aseef.373692@2freemail.com](mailto:aseef.373692@2freemail.com) |  |
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| **Education:** | **Skill Set:**   * Import and export shipment procedures * Knowledge in Customs procedures in   U.A.E.   * Knowledge in Shipping terms * Shipping document preparation * Land/ Sea and Air import/export shipment co-ordination   **Skill Set:**   * Good Customer Relation Skills * Open and flexible to learn new things * Good team player   **Computer Skills:**   * Proficient in MS OFFICE * Basic knowledge   In Internet and  Windows OS  **Personal Information:**   * **Age:**31 yrs * **Date of Birth:** 07 June 1986 * **Religion:**   Islam   * **Marital Status:**   Married   * **Languages Known:**   English Malayalam Hindi Arabic (Reading), and  Tamil (Speaking).   * **UAE Driving License No. :** |
| ***Master of Business Administration –*** *Specialization in HR and Marketing* – MG University, India.  (Graduated : April 2012)  ***Bachelor of Business Management –*** Bharathiar University, India. (Graduated : April 2007) |
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| **Work Experience:** |
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U.A.E.** | | *Customer Service / Documentation Co-ordination / Shipping Operations / Transport Co-ordination* | | 14 November 2008 - till date. | | **Customer Service Executive:**   * Involves liaising directly with the clients as well as suppliers/Agents; managing Customers; and act   in response to their enquiries and queries.   * Doing telemarketing to generate enquiries and to create bond with new clients. * Assist Business Development Executives in setting up appointments with the new prospect clients. * Inquire for sea, air, and land freight with different local carriers, branch offices and Overseas agents;   and to negotiate with them to provide better offers to the clients and to match Customer indications.   * Prepare sales quotations on behalf of the sales person. * Assist Salesperson in preparation of quotations and enquiries & shipment reports, following up with   sales proposals/ quotations.   * Assist the sales team with client/product knowledge; by getting relevant information from Client. * Prepare routing orders, contribution sheet/costing upon receiving shipment bookings/confirmations. * Receive shipment orders via phone, e-mail, or fax, and forward to Documentation Team along with   all shipment related details to record orders into the Company online portal.   * Receive supplier Purchase Orders (LPO/Mail Confirmations) ensuring the details are correct and the   same is passed to appropriate department/Agents for processing.   * Place the shipment bookings with local carriers/shipping lines, airlines, transport Companies and   overseas agents.   * Coordinate with load port & destination agents for the smooth execution of shipments. * Follow up for all shipping documents such as Bill of Lading, vessel certificate, Commercial Invoice   & Packing List, Certificate of Origin and Agent’s/Shipping Lines debit note and make sure the details  are correct. Also get the details verified by customer via their mail confirmation.   * Review working processes with Agents, Carriers and transport companies and update the clients   on the latest developments in the Shipping, transport and forwarding industry.   * Keep the Customers informed on the status updates of their shipments. * Prepare final Contribution Sheet with updated charges and forward to Documentation Team for   recording.   * Process Shipment Job files invoicing in accordance with established procedures and standards. * Compile invoice information monthly for summary billing to credit customers and keep them updated   on their pending Statement of Accounts.   * Maintain an updated information list of Vendors – airlines, shipping lines, transporters, terminals,   and agents with their respective contact details for easy retrieval.   * Maintain and update system database regarding customers, products, suppliers, pricing. * Develop and maintain a positive client relationship by providing routine follow-up customer service   calls  **Documentation Co-ordinator**   * Create Job Order Files in the Company Portal upon receipt of the confirmed shipment details from   the Customer Service Team.   * Place the shipment bookings with local carriers/shipping lines, airlines, transport Companies. * Arrange to get the Container Release Order from Shipping Lines for Export bookings. * Follow up with the shipping/air lines for the Import shipment arrival details and Delivery Order readiness. * Track and trace the shipments in hand and keep the customer updated on their shipment status. * Coordinate shipments with carriers, Transport Team and Customers. Arrange equipment, loading/   unloading scheduling and requirements.   * Follow up with the shipping/air lines for their Invoice for the shipments to proceed the Delivery   Order/Bill of Lading collection.   * Co-ordinate with the Accounts Team for arranging the payments to Shipping Lines/Air Lines. * Arrange to get the Shipment Delivery Order from Shipping Lines for Import shipments upon shipment   arrival.   * Obtain the relevant information regarding the shipment collection/delivery from the Customers   and pass on to the operations/transportation team.   * Follow up with the Customer for the Export/Import Customs Clearance Documents – Commercial Invoice, Packing List and Certificate of Origin and other required documents for the Customs Clearance of their shipments and forward to the Operations Team. * Co-ordinate with the Operations Team for the shipment Customs Clearance from UAE Customs. * Customs Inspection co-ordination for the required shipments. * Arrange to get the Shipment Original Bill of Lading from Shipping Lines for Import shipments upon   shipment arrival.   * Communicate with customer on shipping schedule, additional expenses occurred – if any, Equipment availability, shipping documentation and loading/offloading requirements. * Enter data into system for invoicing; upon receiving contribution sheets from Customer Service Team   and arrange for the Invoice submission to Customer.   * Maintain an updated record of list of the transporters and their transport rates to major locations. * Maintaining the updated record of Local export and import clearance charges and other port charges applicable for special Equipments/cases. * Ensure each shipment generates the maximum contribution to the company by keeping constant focus   on meeting the required service level at the lowest possible cost.   * Maintain and file all records in accordance with company procedure. | |  | |
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| **Projects Undertaken:**   * The project on ‘Effectiveness of the Recruitment and Selection process at TRAVANCORE TITANIUM PRODUCTS LTD. (Government of Kerala) Trivandrum, Kerala for one month, under the guidance of Mr. Padmanabhan Nair, Manager, Training Department, Travancore Titanium Products Ltd. * The Institutional Training at KINFRA, (Government of Kerala) Trivandrum, Kerala for one month, under the guidance of Mr. Harikesh, Manager, P&BD Department, KINFRA. * The Project on Organization Study on Clarion Shipping Services L.L.C. Abu Dhabi, U.A.E. under the guidance of Mr. Sunil Kumar, Manager, Clarion Shipping Services L.L.C. * The Project on Study of Quality of Work life at RegraphDietech FZ LLC. . under the guidance of Mr. Sunil Kumar, Manager. |
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