**CURRICULUM VITAE**

**PERSONAL INFORMATION**



Name : EDWIN

Nationality : Ugandan

Gender : Male

Address : Abu Dhabi, UAE

Email Address : [Edwin.381080@2freemail.com](mailto:Edwin.381080@2freemail.com)

Date of Birth : 16th April 1990

UAE Driving Permit : Under Process

**PERSONAL SUMMARY**



A result oriented professional with 6 years of experience in growing markets, sales, distribution and customer service both locally and globally, employing the best business practices that have improved productivity and efficiency while reducing costs within tight timescales. I am actively seeking for a challenging opportunity with an organization that will fully utilise my skills, experience and also further my professional development.

**INDUSTRY SPECIALITIES**



Customer service, Training, Logistics, Import and Export, Airway bills, MS Excel, Order Processing, Conflict resolution, Teamwork, Records management, Retail chain, Merchandising, Up selling and Cross selling, Marketing, Excellent Phone/Email and Face to Face communication skills, Languages; English (Fluent), Arabic (Basic), Swahili.

**WORK EXPERIENCE**



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| ***Transport Planner*** | 1st August 2017 to 21st April 2018 |
| *DHL Global Forwarding AUH LLC* |  |

* Responsible for the US vendors/accounts.
* First point of contact for all queries and concerns related to the freight resulting to increased orders.
* Managed the movement of shipments in and out of the country.
* Coordinated with Integrators and Freight Forwarders to plan and execute shipments in the shortest time possible.
* Monitored shipments’ milestones from Pick up to Delivery resulting to 95% on-time deliveries within 6 months.
* Was a part of the planning team that was tasked with developing saving strategies. Projects successfully implemented;
  + Consolidation of shipments using different transport modes.
  + Planning the collections based on Sailing/Forwarder console dates.
* Liaised over periodic performance reviews with the LSPs/Integrators and the customer.
* Worked with DG and Non DG cargo and managed the AOG (Aircraft on Ground) desk.
* Produced customized reporting for the customer.
* Analyze the network in new regions for the customer, design the process and update the changes to meet best performance and reduce cost in all supply chain milestones.
* Ensured operational excellence, prioritization for LSP based on transit time and cost.

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| ***Senior Cashier*** |  | 24th July 2016 to 15th July 2017 |

*Carrefour-Majid Al Futtaim Hypermarkets LLC,*

* Was the focal point of contact/public relations between customers and the store.
* Owned and managed customer concerns, ensuring a seamless world class customer service was delivered each and every time.
* Was responsible for greeting and updating clients with all sale promotions, up-selling and cross selling thus meeting sale targets in minimal timescales.
* Was responsible for merchandising duties, organizing, supervising, and checking products on each store section.

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| ***Logistics Coordinator*** |  | 5th May 2014 to 20th June 2016 |

*African Queen Distribution Co. Uganda Ltd*

* Was responsible for managing and preparing bills of lading in an accurate and timely manner.
* Was responsible for coordinating with audit and transport units and van lines for loading, unloading and ensured prompt pick-up and delivery of shipments.
* Arranged and managed same-day deliveries whenever possible.
* Was responsible for reviewing purchase orders and shipment contents prior to releasing them from the warehouse.
* Was responsible for resolving complaints, tracking and analyzing mis-shipments to ensure they don’t occur again
* Acted as Agent/ Representative for and on behalf of consignee.
* Was responsible for preparing a weekly and monthly report and following up on all cargo status.
* Ensured operational excellence, prioritization and organization resulting to increased revenue by 45% in 8 months.
* Pro-actively updated customers, business owners and management with cargo status for better visibility and analysis.
* Any other task assigned by Operations Manager.

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| ***Office Administrative Assistant*** |  | 6th September 2010 to 23th March 2012 |

*Ikwezi Trading and Distribution Co. Uganda Ltd*

* Was responsible for ensuring accuracy and fast data entry and records management.
* Was responsible for answering phones and transfer to the appropriate staff members.
* Was responsible for greeting public and clients and direct them to the required office.
* Coordinated messenger, courier service and distributed accurate messages, scanned and copy documents.
* Performed work related errands as requested such as banking documents and post office.
* Was responsible for monitoring incoming emails, answering, sorting and distribution as required.
* Updated and maintained databases such as mailing lists, contact lists, client information and office filing and storage systems.
* Updated and maintained internal staff contact lists and retrieved information when requested.
* Was responsible for coordinating and organizing appointments, meetings and event planning.
* Ensured that office supplies are monitored, typed documents, reports and correspondence.
* Ensured that office equipment is properly maintained, serviced and kept office area clean at all times.

**PROFFESIONAL DEVELOPMENT**



Customer Service Workshop, August 2017, Computer applications (MS word, Excel, Access and PowerPoint) 2010, Oracle database and website development, Competition Compliance, Information Security, Incoterms, Anti-Corruption, Introduction to LLP Custom, Code of Conduct, Certified International Forwarder October 2017.

**INTERESTS**

* Serving God, avid reader of history, swimming, football, table tennis and biking.

**ACADEMIC BACKGROUND**



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| Diploma in Information Systems and | College of Computing and Information Science, | Year Completed: 2012 |
| Technology | Makerere University |  |
| Uganda Advanced Certificate of | Old Kampala Senior Secondary School | Year Completed: 2009 |
| Education |  |  |