**Ram**

**Senior Management Professional - International Logistics& Shipping**

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**CAREER SYNOPSIS**

A wide experienced, dynamic and results driven **Senior Management Professional with an esteemed track record of International experience in multiple facets of Logistics & Shipping industry, in 3 major Asian markets (India, Dubai and Singapore)**. Spanned 2 decades with International travel and wide exposure progressively, developing strategic relations and business in the Domain of Shipping and International Logistics Services.

Catalyst for growth, being a key contributor to Logistics division with success in optimizing profitability and by spearheading the Global Agency Network Management, Creation of verticals inLogistics Division, Pricing and Total Logistics Management. Key achievements include generating a steady growth in Business volume and profitability, growing topmost periphery, enhancing customer satisfaction and securing best terms and service from Global Agents & Carriers. Well experienced in Group Command and Control Centre, managing and monitoring International Logistics service of Group offices and agents.

Well-travelled and networked Globally, Innovative, creative and highly successful in managing and handling high profile Global Agents &Corporate clients and in building & leading teams, expanding business Globally. Multilingual with Global perspective, keen learner with good Geographical knowledge, and with proven ability in building strategic & productive relationships worldwide.Recognized for balanced judgment, guidance to colleagues, stability and capacity to drive consensus, effective leadership qualities with ability to create collaborative and ethical work environment.

**CAREER OBJECTIVE**

With progressive experience in Shipping & Global Logistics industry for more than 2 decades, seeking a position in which my Management &Global Networking skills, knowledge, competencies, commercial acumen andprofit-centricity will be utilized to build and enhance strategic relationships and growth of the organization.

**CAREER SNAPSHOT**

**Apr 2012 – Present SENIOR MANAGER – INTERNATIONAL AGENCY NETWORK DEVELOPMENT FOR GROUP**

**IAL GROUP HEAD QUARTERS**, Dubai, UAE

**Jul 2009 – Mar 2012 SENIOR MANAGER – INTERNATIONAL LOGISTICS SERVICES DIVISION**

**IAL LOGISTICS EMIRATES LLC**, Dubai, UAE

**Jan 2007 – Jun 2009 SENIOR MANAGER – COMMERCIAL, GROUP MANAGEMENT TEAM**

**IAL GROUP HEAD OFFICE**, Dubai, UAE

**Jan 2004 – Dec 2006 COMMERCIAL MANAGER – AGENCY NETWORK DEVELOPMENT & PRICING**

**IAL LOGISTICS EMIRATES LLC**, Dubai, UAE

**Apr 2001 – Dec 2003** **REGIONAL LINE REPRESENTATIVE & PIC OF OFFICE IN SINGAPORE**

**IAL CONTAINER LINE’S REGIONAL OFFICE**, Singapore

**Nov 1998 – Mar 2001 ASSISTANT MANAGER& PIC- GLOBAL FREIGHT FORWARDING SERVICES DIVISION**

**IAL CONTAINER LINE**, Dubai, UAE

**Jan 1995 – Oct 1998 SENIOR EXECUTIVE- SALES & MARKETING**

**IAL SHIPPING AGENCIES**, Chennai, India

**Oct 1991 – Dec 1994 EXECUTIVE - CUSTOMER SERVICE / SALES SUPPORT**

**MALTRANS SHIPPING AGENCIES**, Mumbai, India

**CORE COMPETENCIES**

* UN Missions volume & Project Cargo development to Africa Trade Lane
* Global Agents, Carriers, Vendors Relationship
* WCAAgency Network Optimization
* Shipping, Maritime Laws & Regulations
* INCO Terms|Customs Rules & Regulations
* Legal Liability Insurance | Cargo Insurance
* Cargo Claims Handling & Resolving
* Global Agency Network Development
* Global Marketing & Business Development
* Total Logistics &SCM Solutions
* Tender Management |Contract Logistics
* Project Logistics Management
* New Business Vertical Design &Development
* Pricing|Budgeting |Cost Control
* Trade Lane Development

**KEY SKILLS**

* Team Building |Strong Leadership qualities
* Good Communication| Presentation skills
* Strategic Negotiation |Innovative
* Business Strategy**|**Strategic Planning
* Marketing|CRM| Sales Management
* Process Improvement|Product Development
* International Networking skills
* Strategic Relationship Building
* Procurement|Global Sourcing
* SOP Design & Implementation
* ERP- Software Systems Design
* Staff Recruitment | Training

**MAJOR ACHIEVEMENTS**

* Converted some of the loss making offices in the Group into profitable, with ideal Sales strategies and excelled in Global Marketing & Business Development in Logistics Division (Sea, Air, Land, Cross Trade & 3PL Services)
* Key Contributor to Transformation of NVOCC Organization into an established Global Logistics Solutions provider and a System Driven organization.
* Travelled Globally to verify and appoint agents and meet customers including Europe (UK, France, Germany, Netherlands, and Belgium), North America (USA), Far East (China, Hong Kong), Africa (Egypt, Kenya, Uganda, Tanzania and Ghana), Middle East (UAE, Oman and Iran) and South East Asia (Singapore, Malaysia, Thailand and Indonesia).
* Identification and appointment of Agents Globally, using WCA & other Agent Networks, FIATA, IATA Etc and optimize Agency Network & Relationships by entering into written Agency agreements.
* Credibility verification of agents through Global Contacts, References, FDB, D&B and Worldwide Travel.
* Selected by Top Management to manage Network of agents identified from WCA & other Networks and to attend various Conferences/Seminars/Trainings organized by FIATA, WCA, NAFL, DSAA and SCLG.
* Developed Africa Trade lane and Business vertical of United Nations Vendor customer’s volume to various UN missions in Africa.
* Good in Geographical knowledge and Inland Routing for handling shipments involving Door to Door/Multimodal movements (DAP/DDP/EXW etc.) to various Worldwide Regions (Inland Africa-for UN Missions, CIS/North Asia-for US Army, East Europe) and in related Pricing, as part of Trade Lane development.
* Expertise in Airfreight, Air Consol, Sea/Air Mode shipments, LCL Consolidation, Special Equipments, Projects/Break Bulk/Flexi Tank shipments, 3PL, Container Purchase & sale for SOC service and in related Pricing.
* Experienced in Liner/NVOCC service between Indian subcontinent, South East Asia, Middle East, Far East and in related SOC/Slot Rate Negotiations, Costing/Pricing.
* Appreciated by Top management for arranging Project shipments from UAE via Chinese ports to CIS countries.
* Appreciated by Top management for Training Group office personnel on Global Logistics & Project Shipments.
* Arranged Cargo Insurance and Group Legal Liability insurance; Created FMC Bond for the Bill of Lading with Federal Maritime Commission-USA and experienced in Tariff publishing, Rate filing, AMS/ISF procedures, as part of Trade Lane development to USA/North America.
* Attended to various Marine & Cargo Claims and solved Potential claim issues for the Group offices.
* Secured Gold Customer status from Maersk Line and won special awards from CMA-CGM, Hapag, PIL Etc.
* Won Sea/Air mode shipments via Dubai Hub from Far East agents for the first time in IAL Group.
* Key contributor to the IT Department for the content, process, design and development of the software systems for managing Shipping/ Logistics services of the Group offices. Trained Group offices personnel on ERP systems.
* Appreciated by Top Management for Introducing Buyer’s consolidation service from Singapore to USA, for a US based MNC, after winning tender for the first time in IAL Group.
* Appreciated by Top Management for winning Tenders of MNC customers, arranging service contracts with Carriers for USA and for Establishing Container Trading activity between Singapore, India and Dubai offices.
* Appreciated by Top management for marketing the NVOCC/SOC services effectively ex Singapore, beating competition on volume targets and for support in enhancing Group Brand Value.
* Appreciated for developing Global Freight Forwardingsales in Chennai,as well as for key role in developing LCL consol service from India ports to Europe and for building Coffee exports Vertical from Chikmagalur.

**OCCUPATIONAL PROFILE**

**Senior Manager– International Agency Relationship Management and Network Development for Group**

**IAL Group Head Quarters,** Dubai, UAE

*IAL Group of companies offer Shipping & Logistics services with a network of 20 own offices located in UAE, Oman, India, Pakistan, Malaysia, Singapore and USA. IAL Container Line (UK) Ltd, the flagship company of IAL Group operates a containerized cargo carrier service between the Middle East, Indian Subcontinent, S.E Asia and Far East.*

**Highlights:**

* DevelopedGlobal Agency Network and managed/optimized Worldwide Agency Relationshipsas part ofGroup Management team.
* Extended the Group’s Service network far beyond NVOCC/SOC Short Sea Container service routes to various Global Trade lanes through International Logistics services.
* Utilized Global contacts acquired over the years and using WCA Network platform to help grow volume under International Logistics services for Group offices and agents located in UAE, Oman, USA, ISC and S.EAsia.
* Developed Africa Trade Lane, by optimizing volume from Indian subcontinent and UAE/Middle East and travelled to various countries in Africa.
* Arranged Contract Logistics for major customer’s project volumes to Inland Africa, CIS and Afghanistan.
* Arranged Comprehensive Legal Liability Insurance covering Group’s Global Logistics Service & NVOCC Service, Inventory of Containers and 3PL/Warehousing & Distribution Service. Handled and resolved Cargo Claims.
* Provided ERP software system design and development support and trained Group staff on Systems.

**Senior Manager– International Logistics Services Division**

**IAL Logistics Emirates LLC,** Dubai, UAE

**Highlights:**

* Managed, trained, motivated and retained a team of 30+ staff in International Logistics Division and developing volume to Africa, CIS/North Asia and Europe as well as import volume from Far East, achieving targets.
* Spearheaded various Management roles including International Logistics Services Management, Sales/CRM, Pricing, Agency Network Development, Africa Trade Lane Development, Sea and Air Carrier Relationships and Central Operations Management.Achieved Tender business from corporate customers.
* Staff Recruitment/Training, Design Support for ERP Software development.
* Handling & Resolving disputed issues with Shipping Lines/Airlines/Vendors, including Cargo Claims handling & Resolving.

**Senior Manager– Commercial, Group Management Team**

**IAL Group Head Office,** Dubai, UAE

**Highlights:**

* Served as part of a Core Management team to develop new systems, procedures and databases for managing the Group’s International Logistics Services.
* Prepared SOPs for various departments to enhance service quality and job profile for each Group office desk.
* Secured good contracts with major shipments from UAE and India to USA, and signed service contracts with Carriers.
* Business travels in Global markets including Europe, USA and Africa for Agency Network Development.
* Managed a special assignment in Singapore (Establishing NVOCC/Container service from Singapore to Thailand and Indonesia and established warehousing and distribution facility in Singapore). Expanded Shipping/NVOCC Agency Network in South East Asia.
* Developed IALCL’s NVOCC service further from Far East (China) and S.E Asia to Indian Subcontinent and Middle East.Enhanced relationship with various Vessel operators in South East Asia, securing good SOC/Slot rates.

**Commercial Manager – Agency Network Development & Pricing**

**IAL Logistics Emirates LLC,** Dubai, UAE

**Highlights:**

* Developed and Managed Agency Network in Europe, North America and Far East for the Logistics Division.
* Developed two new Verticals-UN vendor’s business volume to Africa and Sea/Air volume from Far East to Europe via Dubai Hub.
* Developed LCL Consol Service from Dubai to GCC ports and import FCLs and LCL Consol volume from Far East (China) and Europe (UK, Belgium, Rotterdam, Italy) to Dubai.
* Grew and built strategic relationships with major ocean carriers by organizing regional service contracts and developing business from Key accounts.
* Achieved ‘Gold Customer’ status with Maersk Line and won awards for enhancing volume to Africa and Europe Sector.

**Regional Line Representative & PIC of office in Singapore**

**IAL Container Line’s Regional Office,** Singapore

**Highlights:**

* Developed IALCL’s Container service from Singapore and Malaysia to various Ports and ICDs in Indian Subcontinent & Middle East.
* Developed International Logistics services to support the NVOCC/ SOC- Short sea services, exceeding targets.
* Developed Vertical of Buyers Consol service from Singapore/South East Asia to USA.
* Developed Vertical of Container Trading between Singapore, Middle East and Indian Sub-Continent.
* Successfully turned around loss making Singapore office into profitable, with ideal strategies by developing new Verticals, Building right mix of client base, Strategic relationships with Feeder vessel operators & Major Carriers and ideal pricing strategy with timely advertisements, which enhanced volume and revenue for both NVOCC and International Logistics services.

**Asst Manager- InCharge of Global Freight Forwarding Services Division**

**IAL Container Line,** Dubai, UAE

**Highlights:**

* Created and placed new systems and procedures on Global Freight Forwarding/Total Logistics services.
* Training, motivating and retaining the sales and customer services teams in the Group offices in UAE and India.
* Arranged Group level conference of sales teams in Singapore to establish Singapore LCL Hub for routing LCL volume to South East Asia, Far East and US West Coast via Singapore Hub.

**Senior Executive- Sales & Marketing/ Commercial**

**IAL Shipping Agencies,** Chennai, India

**Highlights:**

* Developed NVOCC/ Container service customer base, achieving volume and revenue targets.
* Established Global Freight Forwarding division, to support Group’s limited NVOCC/SOC service, exceeding revenue targets.
* Established direct LCL Consol service from Chennai to UK and Netherlands, becoming pioneer in the market.
* Established new Vertical of Coffee exports from Chikmagalur via Chennai & Kochi Sea ports to Europe and USA.

**PERSONAL DETAILS**

Name as per passport :Ram

Sex/ Nationality : Male/ Indian

Date of birth :15th April 1968

Family Status : Married

Languages known :English, Hindi, Malayalam, Tamil

Education& Training :Graduate in Commerce (M. Gandhi University), Pursuing MBA.

Negotiation Clinics by IIM, Courses on Maritime Law, Chartering, Marine Insurance & Cargo Claims byDSAA/NAFL

Computer Knowledge : MS Word/ Excel/ Power Point/ Outlook, ERP- EBMS (Oracle), notes E-Mail & Database IBM X-Pages System, Lotus Notes Email & Database systems

Interests & Activities : Reading, Instrumental Music, Geography, Sports (Cricket)