#### CURRICULUM VITAE

**CAREER OBJECTIVE:**

I’m seeking to achieve newer and greater heights of success with continual learning and improvement. While adding values to an esteemed organization and tune my career goals with an organization’s mission in order to attain individual and organizational goals, within the boundaries of ethical and moral behavior.

**WORK EXPERIENCE:**

#### Air Import Operations Coordinator (Danzas AEI / Dubai, UAE)

January 2014 – Present

Job Profile:

* Ensure ATA is processed on www.dubaitrade.ae with 100% accuracy.
* Follow up with the Airline/Handling Agent regarding Part shipments / tracing shipments.
* Plan and complete the process within the shift time & ensure proper hand over to the next shift
* Follow up with DTD team for immediate transfer of cargo within the lead time
* Liaise with the messengers for timely close of delivery slips in DNATA record
* Follow up with warehouse and escalate to the warehouse manager in case of delays.
* Facilitate notifying customers on cargo arrivals and sending timely reminders
* Provide sales leads as and when encountered with potential clients and / or new business opportunities
* Maintain record of non DGF consol’s (direct shipments) with timely update of POD and closure of files.
* Ensure timely update of all Air Logis milestone.
* Issue D/O and provided support to all hand over clients

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#### IT projects Operations Coordinator (Prime Technologies LLC/ Dubai, UAE)

December 2012 – October 2014 (1 year 10 months)

Job Profile:

* Responsible and accountable for the coordinated management of multiple system projects (Active & Passive equipment's).
* Build credibility, establish rapport, and maintain communication with client at multiple levels.
* Planning and organizing project activities including determining resource requirements
* Developing Project Plan with the team and manage team performance.
* Project Status reporting, scope control and documentation.
* Involved in every aspect of projects from Pre-sales to sign off ensuring that high standards   
  Are met through out.
* Co-ordinate between different vendors/departments/sub-contractors for successful completion of the project in agreed time frame.
* Develop and maintain good customer satisfaction through meeting the agreed objective of time.  
  Taking approvals from Etisalat/Du/Consultants for respective project

#### [Internet Service Operation Coordinator](http://www.linkedin.com/search?search=&title=Tier1+support&sortCriteria=R&keepFacets=true&currentTitle=CP&trk=prof-exp-title) (Etisalat Contact Center / Ajman, UAE)

December 2009 – August 2012 (2 years 9 months)

Job Profile  
we work in the Customer service team of technical support internet, where we handle customer issues related to internet services

* A keen communicator with ability to relate to people across all hierarchical levels in organization, connect with globally spread teams and working with numerous multi-functional teams.
* Proactively identified ways to avoid recurrence of customer issues.
* Evaluated and provided constructive feedback to team members, and mentees.
* Experience in configuring email clients such as MS outlook and Outlook Express.
* Assists in maintaining LAN/WAN records
* Experience in handling and resolving queries related to Domain name, Web hosting and name server conversion.

**Senior Cisco Supply Chain Support (Infosys BPO / Bangalore, India)**

January 2007 – May 2009 (2 years 5 months)

Job Profile   
We work in the escalation team of Supply chain Management, where we handle priority cases related to Post booking.

* Perform troubleshoot on all sales orders and assist to identify and execute various enhancement to all management process.
* Ensure compliance to all company and business policies and administer all open sales order and ensure appropriate order flow.
* Manage all communication with all sales department order and process all customer orders and shipment of products and ensure optimal practices for all processes
* Design finance package for all orders entered on Oracle ERP Systems and resolve all outstanding issues in coordination with management and evaluate all metrics to provide accurate weekly data.
* Evaluate all weekly metrics and analyze all continuous improvement project and prepare reports for all requests
* Resolve discrepancies and order issues across departments quickly to meet target lead times and participate in producing metrics.
* Monitor manufacturing cycle to ensure proper documentation, shipment and invoicing of customer orders

KEY SKILLS:

* Quote to cash process knowledge.
* Managerial Support
* Business Reporting & Analysis
* IATA Dangerous Goods Regulations (Cat6) course completed 2015
* Microsoft Office: Excel, Word, PowerPoint, Publisher, Outlook
* ability to understand the relationship between Oracle ERP system, CRM system, and Siebel Sales tools
* Good written and verbal communication skills.
* Strong ability to multi-task, prioritize and execute.

Personal

* Professional demeanor and attitude.
* A fast learner who can quickly understanding and articulate new technologies and processes.

**ACADEMIC QUALIFICATIONS:**

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| --- | --- | --- |
| **Qualification** | **Institution** | **Year of Passing** |
| Bachelor in Business Management  (BBM) | Kannur University  Kerala, India | 2006 |
| Plus Two | Chovva Higher Secondary  School | 2003 |
| SSLC | Chovva Higher Secondary  School | 2001 |

### PERSONAL DETAILS

Date of Birth : 13th April 1985

Gender : Male

Marital status : Married

Nationality : Indian

Visa status : Employment Dubai Free Zone Visa

Driving License : UAE Manual Driving License

**First Name of Application CV No: 379434**

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