**RAHUL**

[**RAHUL.203822@2freemail.com**](mailto:RAHUL.203822@2freemail.com)

**LOGISTICS & SHIPPING EXECTUIVE**

**Professional Summary**

Freight forwarding professional with 10 years of experience in shipping and logistics industry. Self-starter with commitment to work under less supervision and adapts quickly and efficiently to different tasks. Maintain excellent written and oral communication skills, problem solving skills and ability to work under pressure. Good at developing an effective working relationship with colleagues and affiliates at various levels and willingness to continuously acquire new competencies and accept new challenges.

**Work Experience**

**Job title: Cargo Supervisor**

**Organisation: Pan Africa Coast Shipping LLC, Work period: 23rd November 2016 to Present**

* Executing and servicing the imports and exports division
* Contacting shipping lines for rates, quoting rates to customers
* Passing customs declarations
* Certificate preparations – BIETC, BESC, ECTN & CNCA as and when required
* Warehouse and stock management
* Liasoning with shipping inspectors and cargo handlers
* Invoicing and recording all expenses and charges incurred
* MIS reporting
* Supervise and coordinate the activities in warehouse on cargo loading & unloading

**Job title: Senior Customer Service Executive (Freight Forwarding & NVOCC)**

**Organisation: Navio Shipping Dubai LLC, Work period: 15th August 2014 to 15th September 2016**

* Respond to customer enquiries and quote them based on their requirements
* Correspondence with concerned agents and other departments for the smooth movement of shipments.
* Channel between carrier, agent and customer to ensure smooth flow of business
* Retaining existing clients by providing excellent customer service and courtesy calls
* Generate new sales leads if any and send to sales team for them to contact and follow up
* Documentation and cargo delivery arrangements to clients for their shipments
* Handling air freight, sea freight and land freight assignments
* Invoicing and dispatch of invoices to concerned parties
* Follow up with customers for payments and update accounts department
* Generate new customers and maintain the on-going business from clients
* Offer quotes to Freight forwarders and direct customers and follow up for import and export bookings
* Once export booking is confirmed, apply for release with export department and forward the release to customer / freight forwarder
* Follow up for load list & BL instructions based on vessel operator cut off
* BL draft preparation in respective template depending on the principal used for the booking
* Sending BL draft to customer and getting confirmation
* Follow up for ED passing based on port cut off for the respective vessel
* Follow up for export documents in case customer / freight forwarder want the ED to be passed by Navio for their export shipments
* Once container on board the vessel, raise the invoice and send to customer
* Once Payment received, arrange for OBL release or BL surrender through accounts team approval for all shipments

**Job title: Customer Service Executive**

**Organisation: Gulf Agency Company, Dubai, UAE, Work Period: October 2009 to February 2013**

* To provide on a day to day basis a consistently high quality commercial distribution channel between the customer and the organization by distributing products and services of organization
* Maintaining customers focus on all times and answering to customer’s enquiries using the standard guidelines.
* Taking ownership of complaint and queries and proactively following through to resolution
* Maintaining records through Software of all transactions and interactions made with customers
* Ensuring that all customers’ queries are well-investigated and resolved, and escalating queries if appropriate to supervisor.
* To provide general and support services on a local level when required, in line with the functional requirements of the organization
* Perform various customer service activities, including up selling and handling new & existing accounts.
* Handle client problems, answer general inquiries and complaints
* Maintain, grow, and build long term relationships with account portfolio via phone calls, emails, and job quality follow up
* Act as a liaison between clients and operations & other departments to ensure efficient service levels are delivered to the clients
* To check & raise invoices as per company objectives and ensure the same is delivered to the correct person within the delivery deadlines agreed
* Identifying and escalating consistent or recurring problems with the systems functionality
* Assisting management and Team Manger with any assigned special projects and providing backup to the team manager when required
* Additional duties as assigned

**Job title: Customer Service Executive**

**Organisation: Direct Shipping Services LLC, Work period: July 30th 2006 to July 29th 2009**

* Handled all the shipments of LALS GROUP, UAE (air, sea)
* Job profile started from follow up with agent, job opening and ends with billing of the job
* Follow up with client for the outstanding payments.
* Getting rates from local shipping lines and circulate within the team.

**Job title: Central Bucket Customer Service**

**Organisation: Reliance Industries, Mumbai, India, Work Period: August 2002 to March 2006**

* Specially trained for solving billing issues for providing immediate and accurate solutions.
* Troubleshooting and solving the billing issues escalated from customer service front desk.
* Customer lead creation for newly launched and existing products.

**Educational Qualification**

|  |  |
| --- | --- |
| **Course** | **University** |
| B.Com with EDP&CA (Electronic data processing & Computer applications) | Kerala University |
| Post Graduate Diploma in Information Technology | Sikkim Manipal University, India |

**Technical Skill**

**Proficient in the use of**: Advanced MS-Office - (Word/Excel/PowerPoint) / MS Outlook & Internet.

**Personal Information**

|  |  |
| --- | --- |
| Date of birth | June 16, 1980 |
| Gender & Marital Status | Male , Married |
| Nationality | Indian |
| Visa Status | Employment Visa |
| Languages Known | English, Hindi, Malayalam & Tamil (Speak) |

**References**

Will be furnished up on request