**JOYSON MELWYN FERNANDES**

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**Joyson.226454@gulfjobseeker.com**

UAE – Dubai

Self-motivated individual seeking a position in **Logistics** with a zeal for professional progress and career advancement through determination and dedication in a progressive organization.

**Professional Abridgement**

* A competent professional with a total of **5.2 years** experience & **1.9 years in UAE** in logistics, freight forwarding and Client Relationship Management.
* Professionally Qualified in **Bachelor of Engineering** Major in Computer Science.
* A dedicated Management Professional with proven expertise in managing logistics operations in computerized environment.
* Highly motivated and dedicated team leader who has ability to build strong relationships with senior management, high net worth clients, suppliers, manufacturers and colleagues.
* Possess excellent analytical, problem solving, sourcing, market research, coordination, negotiation, business administration, communication, interpersonal, and organizational skills.

**Areas of Expertise**

* Customer Service
* Logistics/freight forwarding
* Client Relationship Management
* Team Management

**Proficiency Forte**

**Logistics**

* Devising efficient Logistics management system to ensure delivery of the goods / shipments as per committed timelines and cost.
* Managing effective & efficient costing system resulting in cost reduction, business process and procedures for improving performances.

**Customer Service**

* Controlling inland trading operations such as establishing smooth customer relationship with the all types of customers
* Generating On time Invoice and Delivery note and ensure that documents go along with the shipments

**People Management**

* Leading, managing & monitoring the performance of team members to ensure efficiency in Warehousing
* Determining training needs of associates and conducting suitable training programmes to enhance their operational efficiency leading to increased productivity.
* **Logistic Coordinator/Operations Executive**, Globelink Weststar Shipping LLC, Dubai, UAE, April 2013- January 2015
* **Customer Service Executive,** Datacraft India Ltd’, Bangalore, India, July 2009- Dec 2012.

**Job Profile as Sales Coordinator**

* To prepare freight quotes both air and sea based on the customer enquiries and providing the best rates after negotiating with agents in US, Canada, Europe, China and shipping lines.
* To administer quotes received from different carriers & airlines like SAFMARINE, UASC, CMA, MSC, HAPAG-LLOYD,OOCL,EMIRATES,ETIHAD,AIR FRANCE & QATAR AIRWAYS and maintain statistics of offers from carriers.
* Airfreight consolidation from various parts of the world like Germany, Italy & UK.
* Handling dangerous and perishable goods by air.
* Arranging collection from suppliers once material readiness confirmed
* Billing of cost and revenue under jobs, preparation of job files and submission to accounts dept.
* Monthly Cost and revenue report submission for billing purposes
* Complete liaison with shipping lines on rate queries, quotations, space availability and vessel schedules etc.
* Complete import process documentation i.e. COO application, Legalization, transport arrangement, B/L preparation or liaison with shipping lines
* Handling quotation requests from customers directly.
* Liaison with internal departments for execution of shipments – Courier, Sea, Land
* Sending pre alerts to location on despatch of material

**Job Profile as Customer Service Executive**

* Preparing and delivering customer presentations and demonstrations of the projects related to computer networking & detail description of the selected projects.
* Meeting sales targets set by employer consistently and contributing to team targets;
* Networking with existing customers in order to maintain links and promote additional products and upgrades;
* Providing support to customers, offering clear advice and solutions wherever possible.

**Educational Credentials**

* **B.E - Computer Science**, Vivekananda College of Engineering & Technology, Puttur, Visveswraya Technological University (VTU), Belgaum in 2009.

**IT Skills**

Completed Microsoft Certified System Administator ( MCSA ) & Cisco Certified Network Associate (CCNA ) courses at ITTC, Mangalore.

**Other Activities**

* Elected as President of Computer Science Association (ACES) for the academic year 2008-09 at Vivekananda College of Engineering and Technology
* Attended a seminar on INCO TERMS initiate by Dubai Shipping Agents Association at Dubai customs held from May to July 2013.

**Personal Profile**

Date of birth : 31-12-1986

Gender : Male

Nationality : Indian

Marital Status : Single

Languages Known : English, Hindi.

Visa status : Visit

Date of expiry : 08-Sep-2015