**CONTACTS**

Steven.383597@2freemail.com

**SKILLS**

Team Work 

Inter-personal  Comm.

Active 

Listening

Customer  Service

Time 

Management

**LANGUAGES**

English

Hindi

Malayalam

CURRICULUM VITAE



**STEVEN**

GRADUATE, ELECTRICAL & ELECTRONICS ENGINEERING

***Professional Objective: A challenging assignment that provides an opportunity to contribute to organizational goals through continued development of communication, industry knowledge, problem-solving, decision-making and presentation skills.***

**EXPERIENCE**

|  |  |
| --- | --- |
| **LOGISTICS BUSINESS DEVELOPMENT** | *May 2016 – Dec 2016* |
| **JECL LOGISTICS, JUMBO GROUP** –DUBAI, UAE |  |

* **Support business development of Third Party Logistic Solutions**
	+ Gathering and recording relevant details of potential customers in company database.
	+ Telemarketing activities to understand customer business requirements and introducing company offerings in terms of third party logistic solutions.
	+ Arrange customer visits/meetings with senior managers to discuss possible ways of matching customer requirements with our logistic solutions.
	+ Internal discussion with senior managers on how to translate customer needs to viable business opportunities for the company.
	+ Handover the opportunity to the tendering team for further action.
* **Supervision of warehouse goods inbound activity**
	+ Review of incoming documents such as invoices, delivery notes and custom clearance papers.
	+ Arrange cargo off-loading and physical receipt of goods into warehouse.
	+ Inspection and physical verification of received goods against the shipping documents.
	+ Communicate with head office on the receipt and request for goods receipt entry in the system.
	+ Arrange labelling of the received goods with GRN code and storage at the allotted location.

**INTERN** *Aug 2015 – Jan 2016*

**SANBOOK QUALITY CONSULTANCY SERVICES** –DUBAI, UAE

* **Support business development of PMP certifications**
	+ Telemarketing activities to promote PMP certification business.
* **Support QMS, EMS and OSHAS Audit inspections**
	+ Participated in pre-audit briefing by senior auditors on the methods and desired outcomes.
	+ Opening meeting with customer to explain confidentiality, sampling and objective evidence.
	+ Review of Quality Manual, Quality Policy, Quality Objectives (KPIs) and procedures.
	+ Review of Training records, Internal Audit Reports and Non-Conformance Reports (NCRs).
	+ Review of customer feedback/complaints and instrument calibration reports.

CURRICULUM VITAE

* + Closure meeting with the customer to explain non-conformance and possible improvements.
* **Exposure to QMS, EMS and OSHAS standards**
	+ Attended awareness sessions on ISO standards and their implementation

**EDUCATION**

|  |  |
| --- | --- |
| **MASTERS IN INTERNATIONAL BUSINESS** | *2017 – Present* |
| **MACQUARIE UNIVERSITY** |  |
| **SYDNEY, AUSTRALIA** |  |

**B.E. (HONS) ELECTRICAL & ELECTRONICS ENGINEERING**

**BIRLA INSTITUTE OF TECHNOLOGY AND SCIENCE (BITS-PILANI) DUBAI CAMPUS, UAE**

**CBSE AISSCE**

**OUR OWN ENGLISH HIGH SCHOOL**

**SHARJAH, UAE**

*2011 – 2016*

*2005 – 2011*

**EXTRA CERTIFICATIONS**

* **IELTS - Score (7.5 / 9.0)**
* **GMAT - Score of (570 / 800)**

**OTHER**

* **Holds a valid UAE Driver’s License (issued in 2011)**