**Gloria**

**Email:** **Gloria.388262@2freemail.com**

**DESIRED POSITION**

Supply Chain/Shipping/Logistics & other related Industries - Customer Service

**CAREER OBJECTIVES**

To enhance my professional skills and capabilities and build long-term career in a stable and dynamic organization where I can expand my knowledge in order to advance in my chosen field.

**SUMMARY OF RELEVANT SKILLS AND EXPERIENCES**

* Process and booked customer orders defined from the Commercial team.
* Ability to identify and satisfy the needs of internal and external customer, displaying commitment to meeting and exceeding their expectations**.**
* Ability to work collaboratively with the team as a constructive team members.
* Ability to deal with multiple jobs & manage priorities & workload w/in general schedule of work.
* Established good rapport & ability to effectively interact and work with people at all levels within and outside the company or from different cultures /national background.
* Good communication and written skills.
* Proficient with MS Office application especially Excel and Oracle software.
* Proactive and aggressive and can able to work unassisted and work calmly under pressure.
* With logistics, freight, shipping, supply chain, import/export skills and can able to handle shipment independently.
* Knowledge in legalization and certification requirements for cosmetics and perfumery products.

**EDUCATION**

 **APRIL 2017 to JULY 2017 - BRENTWOOD LEARNING COLLEGE**

Course: Diploma in Logistics & Supply Chain Management

 **JAN 2017 to March 2017 – MARKET TRADER ACADEMY - DUBAI**

Course: Customer Relationship Management/Leadership and Managem**ent Program**

**1995– 1998 EMILIO AGUINALDO COLLEGE**

Completed Bachelor of Science in Customs Administration, April 1998

**JAN 2016 to March 2016 – MARKET TRADER ACADEMY - DUBAI**

Ms Advance Excel/Excel Intermediate/Power point Training

**PROFESSIONAL WORK EXPERIENCE**

**19 October 2014 to 02 March 2019 - SOGEDIMO TRADING COMPANY LTD(CHALHOUB GROUP)**

**Customer Service –** Responsible for managing all aspects of the order process from point of

 receiving an order to final delivery to each retailers. Understand in full every

aspect of daily activity and ensure processing of orders are done in timely manner. Providing quality services and support to internal and external customer for their queries and concerns.

* Process customers orders ,office orders, sales return & reserved stocks, Credit and Debit notes.
* Provide sales summary and shortages to marketing and commercial team.
* Consolidate, identify the items processed and provide labeling instruction to the WH.
* Provide additional documents or details required in logistics.
* Creation of new customer and additional delivery address in our database.
* Process drop shipment thru creation of PO, shipping and receiving of items in the system to generate the invoice and send to final customers.
* Escalate IT related issues, customer claims to ensure the incident cases is done efficiently and in timely a manner.
* Interface with external customers
* Generate stock & sales order report provided to the commercial for orders stocks allocation.
* Do the price updation and provide export price to customer if need arises.
* Coordinate with suppliers for orders readiness completion dates and shipping.
* Liaise with local agent for pick up request and ship of the goods from suppliers WH
* Close coordination with the warehouse and the export team and ensure that KPI are always met.
* Monitor shipment deliveries and obtain proof of deliveries and keep customers informed.
* Assist the finance team in sorting invoices discrepancies, checking payables related to freight and duties and as well as supporting for customers collection payment follow ups.

**6 August 2006 to 9 October 2014 -RETAIL LOGISTICS LLC (Jebel Ali FZE)**

**Customer Service Executive – In charge for Logistics /Warehousing/Storage Related Activities**

* Prepares relevant documents needed for incoming shipment for customs clearance due for storage.
* Prepares shipping instruction, COO, invoice and PL for export shipment.
* Liaise with local agent for shipment booking request.
* Update customers for the shipment delivery status and assisted other department.
* Prepares In/Out documents for WH picked and packed job transactions.
* Provide stock report for each in every client for customers allocation of stocks for distribution.
* Obtain quotations & negotiates optimum rate from shipping/co-loaders and execute the deal with the best quoted rate favorable to the company and provide quotation to customers.
* Invoicing to customers.
* Arranged transportation and de stuffing/stuffing of container**s.**

**May 1998 to July 2006 -NYK LOGISTICS PHILIPPINES**

**Import /Export Coordinator – In charge of coordination of import and export activities.**

* Prepare needed requirements for import /export clearance by air and sea.
* Liaise with co loaders/carriers for shipment bookings.
* Prepares BL and COO for Export documents requirements.
* Update customers for the shipment delivery status.
* Providing reports to the marketing team if needed.
* Assists other department in resolving problems arising from transactions.
* Assists auditors in the walk through, documentation review, and testing of the business processes.
* Liaise on daily basis with Logistics and Warehouse, for shipping schedules.
* Arranged transportation and de stuffing/stuffing of container**s.**

**PERSONAL BACKGROUND**

Completed with Bachelor Degree . I have over 12 years of experience in logistics industry but it doesn’t limit my capabilities. I am very flexible person and eager to learn new things – I believe that all things can be learned through proper trainings. Having years of experience ,I’ve been able to adapt to change quickly.

Over the course of my career, I have proven myself to be a valuable asset to the company I have worked for. I’m open in learning every aspects of my work scope and openly accept new job roles the management has given me.

I love trying out new things to compete with myself and measure my own capabilities.