**Javeed**

**Email:** **javeed-397008@gulfjobseeker.com**

I am a person with positive attitude and have ability to perform under pressure.

Would like to serve a company with my ability to manage freight costing and to make sure that minimal cost is incurred in handling a particular shipment. I wish to be in an organization which provides opportunity to learn and grow both personally and professionally.

***Key Work Experience:***

**Sales Co-ordinator: March 2016 to present date**

* Handle Import/export enquiries for SEA/AIR/LAND.
* Convince clients to convert enquiry into nomination.
* To explain client with quotation and make sure that complete information is provided to them to avoid future confusions.
* To make sure that customer service handles/ updates customer with day to day shipment status.
* Reporting to Sales Manager on current progress, discuss the issues and suggest new ideas in order to simplify & implement cost effective process
* Coordinate with overseas clients and agents to ensure smooth movement of the shipment and deliver as promised.
* Meeting clients to understand their requirement and gain future business.

**Sales/Customer Service Executive: June 2014 to Dec 2015**

**Organization: Global Cargo Systems**

* Handled Import and export shipments via modes SEA/AIR/LAND.
* Providing schedules and sailing/flight plans as per client requirement.
* Handling customer complaints efficiently by addressing them immediately and being the direct contact person available 24/7.
* Keeping track of the shipment arrival/departure and send/receive necessary documents to ensure timely cargo delivery.
* Attending to clients concerns on billing and resolving the issues in conjunction with the accounting procedures of the finance department.

**Customer Service Executive: Dec 2009 – Apr 2014**

**Organization: HSBC Bank**

Worked as a Customer service Executive for HSBC bank and handle customer’s complaints, enquiries, account handling services, collection and advise payment plans suitable as per customer affordability.

Being first point of contact to customers via telephone, emails, chat, letters etc., and ensure resolution at the first instance avoid delays in resolution and improve customer experience.

**Academics:**

* Completed Bachelors of Commerce from well recognized Osmania University, AP, India in the year 2008.

**Technical Skills:**

* Preparing Reports for Performance Analysis in MS-Office (Excel) and sending reports to the reporting managers on a daily basis.
* Typing Speed – 65 WPM

**Personal Profile:**

Date of Birth **:** 02nd Nov., 1987

Visa **:** Employment Visa

Place of Birth **:**  Hyderabad, India

Nationality **:** Indian

Languages Known **:**  English, Urdu and Hindi

***Declaration:***

I, Javeed, hereby declare that the above information is true and accurate to the best of my knowledge and belief.

 **(Javeed)**