**CURRICULUM VITAE**

**FATHIMA**

**Email:** [**fathima-397470@gulfjobseeker.com**](mailto:fathima-397470@gulfjobseeker.com)

**Profile Summary**

I am a professional with around 22 years of work experience in customer service and logistics. My strong academic background coupled with my work exposure will help me channelize growth avenues to the team for or lead.

**Professional Experience**

**in Dubai, UAE** **Nov 2012 to Present**

A global medical device company engaged in design and manufacturing of sophisticated hospital beds, Mattresses, Safe Patient handling lifter and disinfection devices

**Customer Service and Logistics Executive**

**Essential Duties and Responsibilities**

* Preparation of sales quotations by keeping track on better margins to benefit both company and customer relationship.
* Receive and Review of customer purchase orders against the defined margins set out by the company and payment terms.
* Coordination with the sales team to understand the customer needs in a better way.
* Handling of Air and Sea shipments as per the customer Inco terms
* Order placement to factory and follow up for the order execution.
* Preparation of invoices, freight management and Packing list
* Follow up with customers on payments as per payment terms agreed by the company.
* Review of L/C documents shared by customer against the agreed conditions and providing comments to customer if there is any amendment requires.
* Follow up with customers on shipment receivable status and archival of Goods Receipt Voucher and proof of shipment collection
* Preparation and sharing of documents required for the import/export clearance to customers including legalisation of documents as per the need.
* Coordinating with Chamber of commerce to arrange the attested documents.
* Preparation of shipping documents to present in banks to clear the payments
* Effective management and tracking of products supplied in ME region

Page 1 of 4

**SYMED LLC (Medical Ultrasound systems –GE Systems), Dubai, UAE** ***Jun 2006 – Nov 2012***

Since 2002 SYMED has been serving the medical community in the UAE with equipment and services from major worldwide manufacturers.

**Medical Representative for Medical Equipments**

* Representing company products in-front of health care providers
* Participated in product launches and awareness to the customers about the new products
* Marketed products through tele-marketing

**Customer Service & Logistics Coordinator**

**Essential Duties and Responsibilities**

* Receiving the orders from customers and provided the acknowledgement of the order
* Coordination with the sales team to understand the customer needs in a better way.
* Placing the order with respective supplier/manufacturing companies
* Follow up with the supplier over the status of order and ensure the goods are arriving as per the schedule committed to customer.
* LC and invoice processing
* Coordination with freight forwarder to collect the goods from supplier for the Ex-work or FOB shipments
* Preparation of shipment clearance documents to facilitate the smooth clearance.
* Communication of shipment delivery details to customer and capturing the same in logistics management systems
* Shipment collection and evaluation of correctness against the supplier invoices and

PO

* Preparation of Goods Receipt Vouchers
* Consolidation of payment dues from customers and follow up for the payments.
* Effective handling of product returns to suppliers by preparing the invoices, packaging list ,Insurance management
* Stock management and communication to respective teams in advance to avoid product shortages
* Coordination with finance team in getting bank guarantees to support government tenders, voucher preparation and in facilitating with customer payments
* Engaged in other day to day activities of customer service function

Page 2 of 4

**IBRAHIM LOOTAH GROUP OF COMPANIES, Dubai**, **UAE 2006**

**Mar 1997 – May**

The company focuses on the purchase / sale / renting of residential and commercial properties and land within the UAE.

**Tender Coordinator (Construction & General Trading Dept)**

**Essential Duties and Responsibilities**

* Support to tender & projects.
* Effective management of Turn-Key projects to make sure wrong commitments are quoted to customers in a complete package
* Coordination with supplier to get their response well in time on customer enquiries and quotations
* Coordination with sales team to Prepare of pricing sheet taking all cost and margin in consideration to derive the selling price.
* Preparation of quotations with the help of technical details
* Procurement of datasheets, catalogues and supplier certificates where required, reference list.
* Tracking of quotations and tenders to prepare the consolidated report to share with sales team
* Order processing and execution
* Maintenance of reference list file
* Preparation of Monthly Sales Reports.
* Archival of Letter Correspondences and maintaining filing system and database.

**Educational Qualification:**

* Bachelor of Commerce

**Technical Proficiency and Tools handled:-**

* SAP (GSHAPE) Basics from order till invoicing
* SAGE
* TrackWise
* Acppac *–*Software from South Africa

Page 3 of 4

* Oracle & Outlook Basics from order till invoicing
* Microsoft Word, Excel, Access, Power Point, Pivot table
* **Operating system**: Windows 7, Windows 98, 2000, XP

|  |  |  |
| --- | --- | --- |
| **Personal Details:** |  |  |
| **Nationality** | | : Indian |
| **Marital Status** | | : Married |
| **Email address** | | : [fathima-397470@gulfjobseeker.com](mailto:fathima-397470@gulfjobseeker.com) |

Page 4 of 4