Takara Thomas  
07340506530 / misstthomas1@hotmail.co.uk



*A punctual and reliable individual, with the ability to build both positive and mutual relationships. Works well within a team whilst also having the ability to work independently. A people’s person with excellent customer service skills & an eagerness to learn new skills.*

**Skills**

|  |  |
| --- | --- |
| * End to end Operations (Sea/ Air/Road) | * Excellent attention to detail & accuracy |
| * Knowledge of CPC & Commodity Codes | * Incredibly organised |
| * Producing legal documents such as C of O; HAWB, MAWB, Bill of Lading, CMR | * Excellent Multitasker |
| * Customs Clearance (Imports & Exports using CHIEF, CNS Compass, N.E.S and Destin8) | * Strategic Planner |
| * B2B Sales | * Prioritising/ Time Management |
| * Customer Satisfaction/ Building excellent rapport with customers and suppliers | * Critical and creative thinking |
| * Meeting Deadlines | * Excellent listening skills |
| * Good Negotiating skills | * Collecting Data |



**Work History  
Oct 2019 – Jan 2023  
Vision Direct   
Logistics Manager**

Organising multiple International shipments of stock via air, sea, road and courier across our four company warehouses; located in the UK, the Netherlands, Spain and Italy. (Supplier > Warehouse/ Intercompany Warehouse to Warehouse)

* Building great business relationships with forwarders and negotiating the best rates to maximise profit and get the best service
* Daily communication with our warehouses, supplier and buyers, nationally and internationally
* Sourcing exterior warehousing storage space and manning stock flow
* Creating intercompany invoices
* Approving supplier transport and customs invoices
* Checking customs paperwork is correct and following up on any incorrect cleared shipments
* Daily communication with the our buyers/ stock suppliers for new orders ready for collection
* Working with IT Software (ERP) and inputting ideas to help improve efficiency to work as ERP is used on a daily basis
* Opening and closing insurance claims on damaged cargo
* General administrative duties including; filing documents for all shipments including POD; review and file export and import docs; checking and reconcile invoices; record quotes.

**June 2019 – Sept 2019  
Travelling around Indonesia and Thailand**

**October 2016 – June 2019**

**Hub Le Bas (Steel Stock Holder)  
Internal Sales Executive**

* Converted on an average of 30 leads into paying customers per year
* Managed and recorded all leads from outbound telephone marketing
* Set up new accounts, and established customer credit and payment methods
* Answered customers questions regarding products, prices and availability in a timely manner
* Recorded prospect contact information in CRM
* Completed 10 daily cold calls, with an average customer conversion rate of 60%
* Communicated sales promotions to customers to grow average customer account size by 5%
* Composed and drafted all outgoing correspondence and reports for managers
* Reviewed all orders ensuring they were complete and on time
* Managed office supplies, vendors and genera upkeep of the office
* Directed guests and routed deliveries and courier services

**June 2015 – October 2016  
CML  
Freight Forwarder**

* Organised and ensured that the transportation of cargo from A to B was met for domestic and international cargo through all methods of transport specialising in LCL and FCL shipments via air/ sea/road and courier
* Issued HAWB & MAWB and completed customs entries using N.E.S, Desin8, CNS Compass and CHIEF, meeting deadlines or expectations for the client when faced with challenges.
* Worked on various types of software including Cargowise, on a daily basis
* Created AWB, CMR, Bill of Lading &Certificates of Origin of documents
* Handled multiple shipments via various shipping methods, importing and exporting but also managing end to end projects for various clients which required me to rely heavily upon my excellent organisational skills
* Invoiced clients and posted the supplier invoices, ensuring the correct currency and value amount was charged dependent on the chargeable weight, which could differ from the original quote
* Communicated on an all-day everyday basis with clients, suppliers and agents nationally and internationally
* Built rapport and negotiated with suppliers or agents to get the best rate to minimum cost and maximise profits.
* Offered and sold add-ons to increase profit margin
* Developed relationships and maximised clients’ accounts
* Prioritised multiple workloads dependant on urgency
* Set deadlines to meet the expectations of each shipment
* Problem solved when delivery deadlines were delayed to ensure an efficient solution
* Handed various shipments end to end at once whether it being imports or export via air, sea and road

**March 2014 – June 2015  
United Parcel Service:   
Customs Clearance Clerk (Imports)**

* Ensured all entries made were imported correctly accordingly to meet HMRC Customs
* Worked towards tight deadlines and used my initiative to ensure timeframes were met by customs
* Acted as a point of contact for customer queries always maintaining a polite calm and confident telephone manner
* Problem solving and discovering the root cause each problem before resolving each issue independently
* Utilised my knowledge of CPC and commodity codes

**November 2012 – March 2014  
United Parcel Service:   
Aviation X-ray Operator & EDT Specialist**



**Education:**  
**Countesthorpe College:** 9 G.C.S.E’s,GVNQ in Health & Social Care, Certificate in Food Hygiene

**References available upon request**