

Mohammad Reaz Uddin

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Career Summary

Around ten years' experience with global logistics organization with proven career track of making positive organizational change & motivate which ultimate goal to achieve customer satisfaction and organizational benefit.

Career Objective

To run a responsible position where I can use my technical and interpersonal skills, creativity and all my learning/professional experience in order to develop my career as well as to contribute to the organization & professionally handle customer requirements with lead the department confidently for smooth service in every sequence.

Key strengths

- Hard working capability and retain temperament. Highly energetic & motivated.
- Strong analytical and problem-solving ability, creativity, leadership skill.
- Excellent in both independent and teamwork environments.
- Experience in negotiation & handling various vendors, e.g. Depot, Surveyor, Repair, GOH vendor, material supplier vendor, transport vendor & C&F.
- Fundamental knowledge on terms & condition of L/C, invoice & packing list, Harmonized System (HS) code.
- Proficient with various logistics software.

Professional Experience

1) Dachser (Bangladesh) Ltd
Banani, Dhaka

Customer Service Manager
Ocean Freight Export
01st Sep.2015 to till 09th July.20

Responsibilities & Achievements

- Generated proper shipment planning to ensure logistics solutions for customers of different destinations. Efficiently handled re-packing along with pick & pack process & improved team building activities.
- Communicated all the concerned parties across the shipping & logistics industry that include ocean carrier partner, internal operational & system updating team, overseas partners, customers, etc for successful execution.
- Increased organizational revenue by using various methods. Sea-Air service is one of them. Reduced operational cost & provided value added service as per customer requirements.
- Focused on Sales initiatives to generate new business opportunities and creating value for customers & executed new sales lead for the organization & achieved it accordingly.
- Managed claim settlements with suppliers, internal vendors, and customers by the effective negotiation process. Arranged training programs for vendor time to time update the e-logistics system.
- Monitored inventory level requirements diligently and worked to ensure a minimum stock level for all materials are maintained.
- Supported the Tender Management within the finalization of global RFQs. Dedicated to teamwork and always strive for continuous improvement in all facets of company work.
- Focused to minimize duplication in the process and give priority for automation. Developed almost 70% paperless work process at the office for shipment handling.
- Created & modified job description to maintain smooth service from every colleague & removed overloaded situation.
- Monitored team member's efforts, arranging knowledge sharing discussion among team members for establishing effective team initiatives.

2) Agility Ltd (Global Integrated Logistics)

Assistant Manager (Team leader)
Ocean Freight Export
01st Feb 2011 to till 02nd Aug.2015

Training & Professional Certification

Certification	Institute	Location	Validity	Remarks
Regulation for Transport of Dangerous Goods by Sea (IMDG)	Dangerous Goods Management India Pvt Ltd	Mumbai, India	Valid until 24th Dec.2021	Achieved certificate
Diploma in Supply Chain Management	Alison.com	Online Course	No expiration.	Achievement Verified Certification
FMC Rate Filing	Dachser Academy	Online Course	No expiration.	Achieved certificate
Corporate Compliance	Dachser Academy	Online Course	No expiration.	Achieved certificate
Freight Forwarding Basics	Dachser Academy	Online Course	No expiration.	Achieved certificate
Team Leadership Skill Master class 2020	Udemy	Online Course	No expiration.	Achieved certificate
Successful Negotiation	Udemy	Online Course	No expiration.	Achieved certificate
Lean Management: Reduce Waste & boost efficiency	Udemy	Online Course	No expiration.	Achieved certificate

Computer literacy

Expert on Dos system, various on-line software, Shipping on-line software, PO Management, vendor training, DMS, Lognet, Extranet, Othello system, E-logistics status entry etc.
Good knowledge on MS word, MS excel, Power point, Outlook & software installation etc performed efficiently.

Language Proficiency

Good command both in Bengali & English for business communication. Basic proficiency in German also.

Competencies

Reliability—Always reliable, responsible and fulfilling obligations on time.
Adaptability/Flexibility—Able to accept challenge and open to change and considerable variety in the workplace.
Cooperation—Always pleasant with others on the job and displaying a good natured, cooperative attitude.
Enthusiasm—To work under pressure to meet company's goal.
Mission – Learn, share and develop with integrity.

Academic Profile

MSc	Jagannath University	Zoology	2008	First Class
BSc (Hon's)	Jagannath University	Zoology	2007	Second Class

Personal information

Date of Birth : November 30, 1983
Nationality : Bangladeshi
Permanent Address : Village-Sohagdal, P.S: Nesarabad, Dist: Pirojpur

References

Reference will provide upon request.