
Riddhish Shah

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~ SENIOR LEVEL ROLES ~

AGM - Custom Compliance (EXIM) Operations / Export & Import Clearances / Trade Compliance / Litigation / Refunds / Supply Chain Management / Logistics - International & Domestic / Vendor Sourcing and Management / Materials Management

■ SYNOPSIS

- **EXIM (Customs) & Supply Chain** professional with **nearly 21 years** of expertise in EXIM activities, Customs Litigation, Compliance, Refunds, DGFT Related Matters, Supply Chain Management, Domestic and International Logistics, Inventory Planning, Warehousing and Customer Support.
- **Last associated with M/s. Sany Heavy Industry India Pvt. Ltd. as Assistant General Manager - SCM (Supply Chain Management)**
- Stellar at managing international & domestic logistics operations as well as adhering to legal compliance and ensuring operational excellence.
- Comprehensive experience in supervising and controlling the supply chain processes & services as well as providing valuable suggestions for efficiency enhancement.
- Stellar at liaising with various departments like Customs Authorities at Major Air ports & Sea ports, ICD, SEZ, EOU Port Authorities, DGFT and EPC.
- Pivotal at cementing effective relationship building with Customs, DGFT, EPC (Export Promotion Councils), Port Authorities, Banks and any other department / authorities related to Customs (EXIM) related work.
- Distinction of attending summons issued by various agencies like DRI & SIIB as well as conducting Customs Onsite Audit and ensured proper implementation of ERP.
- Directed cross-functional teams using interactive and motivational leadership; excellent communication skills with an attitude to readily adapt to evolving technology challenges.

EXPERT IN: Customs Operations | Imports & Exports - EXIM | Litigation Matters | Refunds | Liaising, Coordination and Contacts and Relationship Management | Supply Chain Management | Logistics Operations | Trade Compliances - FCPA - Anti Bribery - FEMA | Export Compliance - SCOMET | FTA | HSN Classification | Materials & Inventory Management | Warehouse Management | Vendor Management | Contract Management | SLA Management | MIS Tracking and Reporting | Negotiations | Man Management | Customer Relationship

■ EMPLOYMENT SCAN

Jan'22 - Nov'22: M/s. Sany Heavy Industry India Pvt. Ltd. as Assistant General Manager - SCM

- Managed a team of 6 personnel - 1 - Manager; 3 Asst. Managers; 2 Contractual staff.
- Handled Imports in Break Bulk, CBU, SKD and CKD shipments.
- Exports and Imports clearance for shipments to Bangladesh through Land Customs Stations - LCS.
- Liaison with Central Railways for exploring opportunity for exports of machines through railways to Bangladesh
- Exports clearance for shipments to Durban and Male, Maldives.
- Liaison with Chairman, Deputy Chairman, Traffic Managers, Deputy and Assistant Traffic Managers, Shed Officers at Mumbai port.
- Registration with Mumbai port as Importer for issuance of gate pass and getting permission for setting up containerized office inside Mumbai port.
- Developed contacts and relationships with top level from Principal Chief Commissioner of Customs, Chief Commissioners, Commissioners, Additional / Joint Commissioners, Deputy / Assistant Commissioner, till bottom level Appraisers, Superintendents, Examiners and Preventive officers.
- Management of 3PL vendor and customs brokers in terms of contract management, work allocation and regular performance review.
- Contract Management, SLA management, MIS Tracking and reporting
- Sourcing, Freight negotiation and contract management of Custom Brokers, Freight Forwarders, Transporters and Crane service providers
- Due Diligence of custom brokers and professional service providers
- Warehouse sourcing and finalization of contracts. Annual warehouse rent - approx. Rs. 80 Lakhs
- EXIM Automation
- Support in GST compliance

- Timely reporting of Insurance claims with the Insurance brokers and agents and follow-up for settlement of claims.

Dec'12 – Aug'21: M/s. General Motors India Pvt. Ltd. as Assistant General Manager – Finance

- Managed a team of 10 personnel – Broker Imports & Contractual staff.
- Successfully handled Sea and Air Custom Clearances as well as gained exposure with DPD, desired CFS and Self-Clearance of Export Shipments to Bhutan and Nepal.
- Played a vital role in custom operation for:
 - Imports – DPD Clearance; ATA Carnet Shipments; Clearance of Import Shipments under FTA (Free Trade Agreements) under CAROTAR rules from China, South Korea and Japan; Advance Authorization and EPCG; Clearance of Old & Used Machinery and Equipments; CBUs for R&D as well as Homologation purposes and for trading purpose; Classification disputes and Filing of Appeals in coordination with legal advisory or consultants.
 - Ensure timely processing of customs duty payment and use of MEIS or SEIS for duty payment and maintain and share utilization data with accounting team.
 - Ensure effective utilization of Import FTA for duty avoidance by strong liaison with supplier for adherence to CAROTAR rules – Form I issuance. Reporting FTA availed and missed report.
 - Resolving queries raised by Customs regarding price Variation or Valuation, Classification Variations, Product Specific Import License requirement or Import License from DGFT etc. during the Import clearance.
 - Customs Operation for Exports - Self-Clearance for Bhutan Export; Factory Stuffing and Self-Sealing of Export Shipments; Monitoring validity of Export Compliances; eBRC Submissions; GR Waiver Closures; Negative Statement Submission; Exports of motor vehicles to Chile under FTA.
 - Coordinate with internal and external stakeholders for timely submission, resolution of queries raised and issuance of Preferential Certificate for Exports.
 - Monitoring schedule clearance adherence for EXIM shipments in line with KPIs or SLAs by close liaison with internal and external stakeholders.
- Adhered to compliance under Accredited Client Program and preparation of application for new AEO program.
- Worked in close coordination with Customs; DJFT; GST department; Export Promotion Councils as well as with Export Inspection Agencies.
- Instrumentally involved in:
 - Preparation and filing written submissions prepared with proper justification and supporting case laws in consultation with Global Classification Team and or Consultants and attending Personal Hearing (PH) with regards to Classification disputes with Commissioner Appeals, DRI (Directorate of Revenue Intelligence) and SIIB (Special Investigation & Intelligence Branch).
 - Attend queries raised by CIU (Central Intelligence Unit) of customs for import & export shipments.
 - Resolving / Replying to Post Audit queries regarding short payment of duty, Incorrect classification, Incorrect Declaration, non-fulfillment of conditions for exemptions availed if any.
 - Refund claims – RD; SAD; Sec. 74 drawback; Excess duty payment; Duty Paid under Protest;
 - Drawback claims under Sec. 74; Supplementary claims under Special Brand rate under Rule 7. Follow-up on timely release of scrolls and credit of All Industry Rate of drawback (AIR)
 - Post clearance amendments of Import Bills of Entry and Export Shipping Bills.
 - Review, filing, utilization and record keeping of MEIS and SEIS scrips.
 - Purchase, Sell and transfer of MEIS scrips.
 - Successfully handled On-site Post Clearance Audit (OSPCA) of customs.
 - Implementation of GST and GST refunds on Exports.
 - Filing of applications for EPCG, Advance Authorization & Restricted License with DGFT and ensuring periodic submissions of installation certificate and annual reports and timely closures of licenses
 - Periodic review and updating of SOPs and Desk Procedures
 - Conducting regular training and providing checklist to broker imports for approving import and export checklist received from broker back office.
 - Monthly review of HSN classification with COE team or Global classification team for own manufactured products, commercial imports, maintenance equipment for plant and capital goods and updating the same in TMSii system and circulating the same to import team and custom brokers offices.
- Ensured effective implementation of Trade Management System (TMSii) and adhered to compliance under FCPA and Anti-Bribery.
- Monitor and ensure record keeping is maintained as a part of DMS – Document Management System - or ILM –

- Information Lifecycle Management - for Internal / External Audits including OSPCA of Customs.
- Facilitated the SVB case renewals, submission and followed up on Special Brand Rate (SBR) application under Rule 7 for Company and Tier 1 Vendor Claims.
- Bagged factory stuffing permissions; status holder certification and RCMC membership & renewals.
- Distinction of being credited with:
 - Employee of the Year Award – 2018 for getting refund of more than 100 Crores and following FCPA compliance.
 - Star Performer Award from Plant Manager and Engineering Head for showcasing fastest clearance of critical import shipment for Press shop – 2013 due to which entire production was on hold.
- Recognized for implementing export process under self-sealing with e-seal and also for setting up process for obtaining Certificate of Origin for vehicle export to Chile – 2018 which strengthen compliance and help expedite dispatches of Export shipments and brought savings of approx. 15 Lakh USD to dealer in Chile.

Jul'12 – Aug'12: M/s. Graffiti India Pvt. Ltd. as Manager – Customer Care

- Managed a team of 5 Executives.
- Interfaced with prospective Business Partners and Distributors for order management as well as addressed resolution of claims & queries to meet the needs of the customer.
- Instrumentally involved in collecting customer feedback and ensured continual improvement in the service as well as support.
- Facilitated the sales staff by offering sales data and analysis.

Jun'10 – Jun'12: M/s. Cadila Healthcare Limited (Zydus Group) as Deputy Manager – Imports (GDSO - Global Demand & Supply Organization)

Reporting to General Manager – Imports

- Managed a team of 3 Executives.
- Spearheaded customs import operations & adhered compliances for 23 manufacturing facilities of Group located across India entailing API (Active Pharmaceutical Ingredients) Bulk Drugs, Formulation-Raw Material, Packing Material & Finished Products, Capital Machinery, Maintenance Equipment, Live Animals, Innovator and Complaints samples.
- Ensured self-clearance of EMS (post) shipments as well as attained clearances under various incentive schemes - Advance Licenses (DEEC), DEPB, EPCG, Target+, Focus Market Scheme (FMS), Served From India Scheme (SFIS), IGCR (Import of Goods at Concessional Rate of Duty), PC (Under Procurement Certificate for EOU) and SEZ.
- Ensure documentation and reporting compliance to various PGAs - Drug Controller, FSSAI, MOEF, AQ - Animal Quarantine and other government departments like CDTL (Central Drug Testing Laboratory) to ensure smooth custom clearance of Import consignments by sea & air.
- Worked in close coordination with Airport authorities like MIAPL, Air India and GSEC as well as interfaced with Airlines, Shipping Lines and Freight Forwarders to comprehend arrival details of shipments.
- Adhered to the compliance of transfer pricing regulation.
- Interfaced with SVB cell at Mumbai as well as attended personal hearings on behalf of the company.
- Instrumentally involved in appointing transport service providers and followed up with them for in time delivery especially for cold chain cargo.
- Successfully addressed damage claims for materials.

Oct'02 – Jun'10: M/s. Duravit India Private Limited as Assistant Manager

Reporting to Managing Director and Vice President – Sales & Marketing since 2007

- Managed a team of 2 Sr. Executives & 2 Executives.
- Handled inventory management and procurement of material from plants across Germany, Egypt, China and Turkey as per the Indian market requirement.
- Ensured effective follow up with CHA for Import clearance of material as well as interfaced with DGFT and Custom authorities.
- Adhered to the compliance of transfer pricing regulations and maintained import records as well as addressed refund claims and made import payments.
- Instrumentally involved in appointment of C&F agent as well as established warehouse & distribution network.
- Addressed settlement of claims for damages and handled annual budgeting for import logistics & distribution
- Worked in close coordination with Commercial tax department (Form 402).
- Played a vital role in designing price structure and sales policies in consultation with MD & VP – Sales.
- Offered assistance to MD & VP – Sales by designing special pricing for projects and mapping special schemes to promote sales.

- Imparted training and ready to use formats & sales promotional material to the team of Business Partners, Distributors as well as Project Partners.
- Successfully organized induction training for Sales staff and offered product training & starter kit.
- Functioned various roles as the only employee at Ahmedabad office till February, 2006:
 - Facilitated the MD in verifying drafts of due diligence reports prepared by Solicitors.
 - Handled Accounts – Making payments and preparation of vouchers of routine expenses, salaries and finalization of A/cs., filing of Income Tax, Service Tax & TDS returns with the help of consultant.
 - Submitted Annual Report to Reserve Bank of India and Registrar of Companies for Duravit India Liaison Office in co-ordination with consultant.
 - Registration and statutory compliances under Shop & Establishment Act as well as Standard Weight & Measurement Act.
 - Marketing and PR related activities.
 - Procurement of Office, IT equipment and their AMC.

Feb'01 – Feb'02: M/s. Transworld Group of Companies as Trainee

- Functioned as an:
 - Operation In-charge at ICD Ahmedabad for Dongnama Lines across South East & Far East Asia (A Shipping Company from Korea).
 - Operation and Export Sales Coordinator for entire Europe USAC (United Arab Shipping Company).
- Delivered presentation of various activities of the Group companies.
- Instrumentally involved in marketing of the various services offered by the group companies.
- Stellar at mapping reports of business activities of group companies and reported it to the Regional Manager.
- Administered the documentation work such as mapping bills of lading, issuing of import delivery orders, as well as allotment advices of containers for export and filling of IGM.
- Successfully attended ICD managed by CONCOR and coordinated with custom authorities.

■ PROFESSIONAL ENHANCEMENTS

PROFESSIONAL CERTIFICATION:

- V Skill Certified Import Export (Foreign Trade) Professional-ICSIL (Intelligent Communication Systems India Ltd.) A JV of TCIL (Telecommunication Consultants India Ltd.) – A Govt. of India Enterprise and DSIIDC (Delhi State Industrial and Infrastructure Development Corporation) – A Govt. of NCT Delhi.

MEMBERSHIP:

- Life Time Member: Indian Institute of Materials Management (IIMM)

■ EDUCATION

Certificate Course in Import & Export Management ► Indian Institute of Materials Management, Baroda 2002

B.Com. ► Gujarat University, 2000

SOFTWARE SKILLS: Comprehensive exposure to ERP AS400; SAP; TMSii, MS OFFICE 2010 (MS Word, Excel & PowerPoint) and Mail Clients viz. Outlook Express, MS Outlook and Lotus Notes

■ PERSONAL DOSSIER

Date of Birth: 22nd October, 1979
Address: G-503, Savvy Solaris, B/h. D Mart, Opp. AUDA Garden, Motera, Ahmedabad – 380005, Gujarat, India
Linguistic Abilities: Gujarati, Hindi, English & German

~ References shall be furnished upon request ~