

Radwa Antar Abd El-Razek

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- Career objectives

I seek to gain experience and knowledge within the shipping and customs service sector, and developing my organizational skills and background of fields like operations, logistics and customs, and becoming an expert operation specialist on the long term by working with a team of experts who will add to my skills.

- Experience

- **Operations Manager at origin for shipping and logistics (January 2025 to Present)**
 - Efficiency planning and coordination of administrative activities to ensure accurate results in all aspects shipping and related operations with all staff.
 - Confirming all shipping deadlines and priority cut-off times are met.
 - Follow up shipping instructions and coordinate shipments with Customers.
 - Develop people to their highest potential through necessary training and performance management.
- **Logistics Operations coordinator at origin for shipping and logistics (July 2024 to December 2024)**
- **Customer Service & Invoicing Specialist at Unifreight (January 2024 to June 2024)**
 - Receiving routing orders from clients and send it to agents to arrange the pickup and booking then send the drafts to client to check and follow the etd, eta & storage.
 - Receiving the pre alert documents from sea freight department and searching for shipment reference and invoice to upload it on the company's system.
- **Logistics Operations coordinator at origin for shipping and logistics (September 2019 to August 2022)**
 - Receive the order from sales department and prepare the routing order for the shipment to make the booking for it and receive the booking from shipping line and send it to the customer.
 - Follow up the all-shipment process from the pickup of cargo and receiving the BL drafts to check them and follow the vessel sailing and arrival at destination.
 - Review SOA issued by the accounting department and confirm it to send to the customer.
- **Operations Specialist at El-Roshd for Logistics (May 2019 To September 2019)**
 - Prepare and complete the sea freight quotes worldwide for all types and modes of shipping containers and/or parts and updated it monthly.
 - Request information from customers for the preparation & submission to the Customs system and for delivery to the customer avoiding unnecessary delays.
 - update and maintain shipping line rates and customer schedules.
- **Operations Assistant at Alex Star for Customs Clearance (Feb 2018 to June 2018)**
 - Data entry for all shipments data which processed.
 - Tracking and reporting on operational performance.
- **Customer Service at Sutherland (OCT 2017 to Dec 2017)**
 - Handling Customers, solving problems and providing alternate solutions to customers.

- Education

- Bachelor of Financial and Customs Studies, Faculty of commerce, English section, Alexandria university "Very Good" 2013-2017
- **Projects and Researches** - Performing Transportations and logistics analysis on data of many Ports To enhance their performance in order to maximize efficiency and minimize costs.

- **Courses**
 - How to deal with cargos in international transportation.
 - Principles of international shipping and transportation science.
 - ICDL course at American language institute.
 - English Training at Sutherland Academy.
 - Logistics Basics at Alexandria University.

- **Skills**
 - English Language " Very Good "
 - Microsoft Office Word, Excel and Power Point "Very Good"