

**SIMRAN TOOR**

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**OBJECTIVE:**

Seeking a position in an organization where I can use my experience, knowledge and ability to add to the success and growth of the organization.

**PROFILE SUMMARY:**

- More than 10 years' work experience in export documentation, customer service and marine operations
- 4 years' exports and distribution experience at a meat processing plant
- Knowledge of Incoterms, International Law, Import/Export procedures, International Banking and Finance
- Bachelor of Commerce graduate with post diploma in International Business Management
- Effective communication skills and a good team worker
- Proficient in Microsoft Office (word, excel, powerpoint, access)
- Proficient in Cargo 3000 and Fox Pro - freight forwarding software systems
- Experience in dealing with customer complaints and issues, and possesses excellent customer and interpersonal skills
- Organized, dedicated, friendly, trustworthy, hardworking and polite
- Developed accounting knowledge with degree in Bachelor of Commerce
- Fluency in English, Hindi, and Punjabi

**EDUCATION:****International Business Management – Post Diploma****2004-2005**

Seneca College of Applied Arts and Technology

Toronto, Ontario, Canada

- Attained accurate knowledge in Import/Export procedures, Managerial Accounting, International Banking and Finance, International Market Research
- Major courses: Cross Cultural Negotiations, Legal Environment of International Business, Effective Selling, International Sourcing and Procurement

**Projects:**

- Prepared a business plan to export wine to Russia, Ukraine and Kazakhstan after doing proper research on target markets
- Report on procurement and manufacturing of automated batteries

**Bachelor of Commerce - Degree****2000-2003**

Maharaja Sayajirao University

Baroda, Gujarat, India

- Major Courses: Accounting (Cost, Management, Finance, Corporate), Elements of Business Economics, Principles of Economics, Economics of Development

and Elements of Economics Theory, Business Organization and Management,  
Mercantile Law, Auditing, Income Tax

## **WORK EXPERIENCE:**

**Export Documentation /Customer Service**  
CFT Corporation, Oakville, ON

**Nov. 2014 – Oct. 2017**

### **Responsibilities:**

- Handle ocean export documentation for dry agricultural products
- Request rate quotes from various shipping lines for FCL and LCL export shipments
- Arrange trucking if requested by customers
- File B-13 with Canada customs for all export shipments
- Prepare bill of lading instructions as per customers' instructions and forward the same to shipping lines
- Follow up with shipping lines regarding vessel sailings and load confirmations
- Inform customers of vessel sailing details and loading confirmations
- Check bill of lading drafts received from shipping lines with customers' instructions to make sure all information is correct
- Forward bill of lading drafts/proof copies to customers for their approval
- Print bill of lading after being approved by customers
- Prepare certificates of origin and have the same certified by the regional board of trade
- Prepare invoices, marine insurance and brokerage invoices
- Release all original documents to the shipper
- Update customers on their shipment status and answer all inquiries regarding their shipments

**Export Documentation Coordinator**  
Tender Choice Foods Inc., Burlington, ON

**July 2010 – Nov. 2014**

### **Responsibilities:**

- Follow procedures and requirements for meat exports from Canada to other countries
- Make sure processed meat meets requirement of exporting country
- Coordinate with shipping department to make sure product for export is stamped properly with the health certificate number
- Complete Annex H for export for every shipment and validate its stamped properly
- Receive and check lab results are in order for all shipments
- Prepare CFIA health certificates, Annex, and other documents for chicken, turkey, beef and pork export shipments to USA
- Check eligibility and prepare export documents for meat exports to different countries as per requirements of the particular country
- Prepare additional documents for export shipments including certificate of origin and packing lists
- Prepare documentation for bones and inedible meat shipments to USA

- Correspond with the establishment CFIA inspector to check and sign all export documentation
- Have CFIA official Veterinarian check and sign all export certificates and Annex
- Release original CFIA certificate and Annex to customer for overseas shipments
- Release original CFIA certificate and Annex to trucker for shipments to USA
- Maintain record of all CFIA seals used
- Maintain record of all CFIA/ACIA 1454 and CFIA/ACIA 4546
- Prepare invoices and documents for shipments within Canada
- Prepare export credits on monthly basis for all turkey shipments
- Answer customer's questions and inquiries regarding their shipments
- Cover switchboard whenever required
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### **Operations/Export Documentation**

**Aug. 2005 – Aug. 2008**

Montship Inc., Mitsui O.S.K. Lines (MOL)  
Mississauga, ON

### **Responsibilities:**

- Receive bill of lading details/instructions from customers and match with booking
- Verify credit and prepare Toronto and Montreal export bills of lading
- Check the accuracy of Proof of Report Number of B-13 and available 48 hours before container loading onto vessel
- For FROB Vessel, verify customer is an NVO or not and if house bills required
- Interact with pricing to verify rate levels to put appropriate rates on bills of lading
- Interact with booking to verify appropriate container and movement details
- Manifest bills of lading 48 hours before loading for FROB Vessel
- Send proof copy of bills of lading for customers' approval
- Upon approval print original bills of lading if required
- Create and approve manifest corrector upon request by shipper in case of any changes
- Send email release without original bill of lading upon request by shipper
- Print B/L entry reconciliation report to ensure all bills of lading are entered per vessel
- Answer customers' inquiries on shipment status information
- Print and Release Tokyo Marine Bill of Lading
- Prepare Declarations for out port shipments and send original to appropriate office in USA