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DOW

Interview Sessions – August 25, 2015

Summary & Question Sheet

1215 HRS – Nasrin Lalani

- Looking for new opportunity
- Currently works at Montship and knows our team
- Best time in business was when working for Eagle Maritime where she did all things Freight Forwarding related. Liked the constant change and does not get that at MontShip
- Just came back in March from Maternity leave
- She knows BDP from past experience with us.
- Is a Canadian Citizen
- Wants to work in a positive atmosphere and strong team working environment.

ADVISED NO
SEPT 1/15 @ 1:30pm

Questions for consideration:

1. Tell us about your operational background and experience that makes you a good fit for this position?
2. Skills & Expertise
 - a. Export
 - b. Ocean Freight
 - c. Import
3. So, Nasrin! What's your story?
4. How would you describe yourself on one word?
5. What is the last thing you've learned on the job?
6. What didn't you get a chance to include on your resume?
7. What percentage of your life do you control?
8. Describe a day where you've just had the greatest working day of your life. You're going home and you are on cloud nine. What was it about that day that made you so happy?
9. So, Nasrin! Why should we hire you?
10. If there was one thing you would change about your personality, what would it be and why?

NASRIN LALANI (Ms.)

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OBJECTIVE

To obtain a challenging position as where my skills and abilities will allow me to grow as an integral member of an effective team

PROFICIENCIES

- Dedicated hardworking and organized team player with positive attitude and meeting deadlines.
- Excellent interpersonal, and communication skills.
- Responsible, accountable, able to make sound judgments and conveys a sense of urgency.
- Able to work multi task in a fast pace environment and prioritizing with minimum supervision

SKILLS

- Software proficiency in Microsoft Office 2007, Adobe Photoshop, File Management, Outlook Express, Internet Explorer. ✓

EDUCATION

- CIFFA Advanced Certificate in International Freight Forwarding ✓ 2009/2010 ✓
- IATA/ UFTAA Foundation Level from IITC (India) ✓ 2006
- Masters in Commerce from Mumbai University ✓ 2005

EMPLOYMENT HISTORY

Export Documentation Specialist / Customer Service
Montship Inc. (Agent for Hamburg Sud)

2008- Present

- Coordinate international containerized shipments sailing every week.
- Generate booking reports to track vessels sailing every week and cargo inventories
- Inform customers about any discrepancies, corrections, and/or suggestions of best practices to avoid any delays during international loading plan.
- Liaise with multiple departments to verify credit status of each customer and ensure that all documents and invoices comply with contract terms prior to shipment releases.
- Produce Bills of lading & Generate invoices and send it out to the customers
- Communicate delivery forecasts, shipments tracking; freight rates as well as up-dates on time sensitive deliveries.
- Update the customers about the international rules.

May 2005 - July 2006 (1 year 3 months)

- Administration duties ensuring smooth functioning of company.
- Arrange meetings, schedules, and appointments for senior managers
- Make Clients' hospitality arrangements like booking Airline tickets, Visa applications, and hotel bookings.

Call Center Agent / Customer Service Representative at Bharti Airtel Services

July 2003 - March 2005 (1 year 9 months)

- Assist customers with queries on the monthly bills
- Ensure quality service per corporate standards
- Meet work deadlines team
- Coordinate with team members to ensure even workloads
- Provide information to customers on new services and bundles

Skills & Expertise

Customer Service

Shipping

Export

Customs Regulations

Ocean

Freight

Import

Freight Forwarding

Transportation

Education

CIFFA Advanced Certificate in International Freight Forwarding

International Freight Forwarding, 2009 - 2010

Grade: First Class

IATA/ UFTAA Foundation Level from IITC (India)

International Air Transportation & Ticketing, 2005 - 2006

Grade: First Class

University of Mumbai

Master's Degree, Commerce, 2000 - 2005

Grade: First Class

Certifications

Certificate In International Freight Forwarding & International Air Transportation

April 2010

Languages

Hindi

Urdu

Gujarati
