

Riffat Faizan

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PROFESSIONAL SUMMARY

Highly competent Logistic coordinator and Freight broker with 5+ years' successful record of running operational Logistics services with FTL and LTL Loads. A resourceful individual who is adept at using two-way communication, win-win negotiation, in acquiring freight contracts as well as carrier contracts. Exceptional organizational and interpersonal skills to excel in high performance organizational culture. Highly capable in resolving Freight and carrier related issue and keeping track of shipments, freight, proving quotations, logistics delivery, mileage and fuel consumption. An entrepreneurial individual who thrive on challenges and drive for change.

PROFESSIONAL COMPETENCIES

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|---------------------|-----------------------|------------------------|
| • Order Tracking | • Route Scheduling | • Supplies Combination |
| • DG knowledge | • Data Entry | • Duty Allocation |
| • Map Reading | • Time Management | • Delivery Logistics |
| • Inventory Keeping | • Charges Calculation | • Negotiation |

EMPLOYMENT EXPERIENCE

Dispatcher/Freight Broker

February 2016-present

Simple Freight Solutions – Etobicoke, On

- Excellent knowledge of transportation and logistics of FTL/LTL shipments
- Comprehensive knowledge about the freight brokerage industry
- Strong negotiating skills in securing contracts with freight carrier
- Able to build and maintain business relationship with clients
- Managing daily operations of a freight brokerage, including scheduling, dispatching, rating and tracking shipments
- Keeping records of financial transactions and conducting proper management, filing insurance claims, and setting shipping rates
- Experienced in assessing, analyzing, and solving logistical problems

Air Import Manager

2010-2016

Transborder Air Cargo – Mississauga, On

- Routes inbound and outbound air and ocean shipments to their destinations.
- Prepare export/ import documents for regular and dangerous goods cargo
- Telecommunication with customers and arranged for pickup and delivery of freight to loading platform.
- Itemizes charges, prepares freight bills, accepts payments, and issues refunds.
- Prepares, issues, and submits documentation to ensure proper importation/exportation of cargo.

- Provides clients with advice concerning terms of delivery and payment, insurance, services (air, ocean, or transport), or other matters affecting client needs.

Dispatcher

2009 - 2010

Vitran Express-Toronto, On

- Inputting dispatch information on computer system, completing 'track & trace' process using the Internet, raising airway bills, collating invoices and packing notes, answering incoming telephone calls.
- Maintain hourly load costing; validate driver routes and flag load impact issues back to the Warehouse for process improvement.
- Processing daily dispatch to generate invoices and Plan special pick up/deliveries as required.
- Ensuring customers queries effectively and efficiently responded.
- Coordinate with Customer Service, and Warehouse, to ensure PO's are delivered on time.

Sales Manager

2008 - 2009

National Trading & Developing EST – Dubai, UAE

- Supervising, motivating, and monitoring team performance.
- Allocating areas to sales executives; and setting budgets/targets.
- Liaising with other line managers; as well as reporting back to the senior managers.
- Maintaining detailed knowledge of the company's products and services.
- Keeping abreast of competitors' strategies and using strategic approach for further market penetration.
- Involved with product development, identification of new business opportunities and development of marketing strategies for brands such as Haagen-Dazs, Cadbury, Fiji Water, Davidoff Cigars and Cigarettes, Don Diego Cigars, Gitanes Cigarettes.

Assistant Manager / Optometrist Assistant

2003 - 2006

Lens Crafters – Optometrist, Toronto ON

- Accounting and book-keeping
- Coordinated patients' appointment and created confidential patients files electronically.
- Ordered merchandise and stock for office and patients.

EDUCATION AND TRAINING

Doctorate of Business Administration (DBA)

2015- Present

ABMS The Open University of Switzerland – Zurich Switzerland

- Program focuses on the business discipline and effective operations in the complex business dynamics. Organizational behaviour, leadership, supply chain,

research methodology and entrepreneurial perspective are in-depth taught modules.

Business Administration

2007

triOS College of Business Technology and Healthcare – Toronto ON

- course focuses on accounting applications and business fundamentals, payroll administration, Business communication and Microsoft applications

PROFESSIONAL TRAINING AND ACADEMIC ACTIVITIES

Interpreter

2011

MCI / IRB Canada – Toronto ON

- Training focuses on facilitate effective communication between two parties that do not speak a similar language by converting one spoken or written language to another.
- Enable students to attend conferences and meetings and act as official translator to mediate discussion.
- Relay concepts and ideas between languages. Interpret both legal terminology and colloquial language. Read aloud documents in a language other than documented in.

Guest Speaker

2016-2017

ABMS - Open University

- Professionally trained in running streams and deliver guest notes on various business disciplines

Research papers:

- Faizan, R. & Zehra, N. (2016). Quality Work-Life as predictor to Organisational Commitment under contrasting Leadership Styles: I.T Responses from Pakistan's private software houses. *Global Journal of Management and Administration*, Vol. 16(6) 9-23.
- Faizan, R., & Haque, A. U. (2016). The Relationship between Societal attributes, Feminine Leadership & Management Style: Responses from Pakistan's Urban Region Female-Owned Businesses. *European Journal of Business and Management*. Vol. 8 (23). 171-191
- Haque, A. U., Faizan, R., Zehra, N., Baloch, A., Nada, V., and Riaz, F. (2015). Leading Leadership Style to motivate cultural oriented female employees in developing country: I.T staff responses from Pakistan. *International Journal of Academic Researches in Business and Social Sciences*. Vol. 5. No. 9. Pg: 280-302.
- Faizan, R., and Haque, A. U. (2015): *Bullwhip effect phenomenon and mitigation in logistic firm's supply chain: Adaptive approach by Transborder Agency, Canada*. *International Journal of Supply Chain Management*, Vol. 4, No. 4. Pp. 43-51.

References are available upon request