

Celine JP PATEL

Senior International Ocean Freight Coordinator at Livingston International

Summary

With over 10 years of experience in the Freight Forwarding Industry, I am a diligent, result-oriented self starter with extensive knowledge of various computer applications and the proven ability to create and improve office systems. With a strong Public Relations background and extensive Sales Support & Customer Service skills, I am looking to secure a position that will benefit from a wide array of experiences in varying environments from various Secretarial Functions and Self Correspondence to Staff Development and Supervision.

Specialties

2008 Certificate for (IMO) Dangerous Cargo Handling (CIFFA) 2007 Certificate for CIFFA Letters of Credit Participation 2006 Certificate for Advance Cargo Information (ACI) Participation 1997 Basic Shipping Knowledge for Port Agent, (in-house), Inchcape Shipping Services, Dubai, U.A.E.

Experience

Senior International Ocean (Exports) Freight Coordinator at Livingston International

December 2013 - Present (1 year 9 months)

Handling Corporate / Key Accounts Handling Project Cargo Coordinates logistics and operations and with Carriers, Steamship Lines, Customs Offices, Overseas Agents and Offices and Trucking arrangements, Responsible for all Operations Desk activities Ensured total compliance of customer & customs documentation requirements Provide rates and quotes to Overseas Offices, clients Responsible for Profit-Loss Files

Customer Service & Sales at Livingston International

November 2009 - Present (5 years 10 months)

Ocean Freight Manager - International Freight (Advantex Express - Livingston owned company) at Livingston International

August 2013 - December 2013 (5 months)

Due to a recent company acquisition (Advantex Express), took over the Ocean Freight Department until the company was completely integrated into Livingston system. Managed all International Freight. Handled Operations on a daily basis.

Senior International Ocean (Imports) Freight Coordinator at Livingston International

November 2009 - October 2013 (4 years)

Handling Corporate Accounts Handling Project Cargo Coordinates logistics and operations and with Carriers, Steamship Lines, Customs Offices, Overseas Agents and Offices and Trucking arrangements,

Ocean Exports / Imports Coordinator at Cole Freight Inc. - Imports/Exports Coordinator (Air & Ocean Imports/Exports)

August 2003 - December 2007 (4 years 5 months)

Arranged Insurance & Related Documentation Responsible for all Import/Export Desks activities Attended to all customers customs related matters Coordinated with Rail services, Shipping Lines, Overseas Agents and Trucking operations Providing Rates / Quotes to Overseas Offices / Clients / Sales Team Responsible for Profit / Loss - Import / Export Files. Ensuring total compliance of customer requirements. Arranging import / Export documentation (arrival notices, delivery orders, invoices) & liaising with Customs Brokers for smooth pick-up and delivery of cargo. Highlight: Was up for promotion to Supervisor level

Ocean Imports Coordinator at Ecu-Line Canada Inc.

February 2002 - July 2003 (1 year 6 months)

• Arranged Insurance & Related Documentation • Responsible for all Import Desk activities from Europe/Asia. • Attend to all Customers/Customs related matters. • Coordination with Rail services/Trucking operations

Receptionist cum Secretary at Nestle Middle East, Dubai - U.A

January 2001 - February 2001 (2 months)

Promoted as Executive Assistant to the Regional Manager (Sales & Marketing) Controlled all front desk activities Attended to all visitors and guests Handled all secretarial functions Arranged conferences and seminars for the Sales & Marketing departments Planned and arranged travel itinerary, hotel reservations, transportation, Meet & Assist Services etc. for Regional Manager and his team Coordinated with the Sales & Marketing team for the day-to-day operations

Administration Cum Operations Executive (Navy) - Ship Services at Inchcape Shipping Services, Dubai

March 1997 - December 2000 (3 years 10 months)

• Independently co-ordinated agent's ship logistic requirements for Port Stay • Met with ship's Personnel and co-ordinated ship's pre-visit and Port Stay requirements • Co-ordinated with Supply Officers and Captains at regular intervals for any specific inquiries • Liaised with the travel department for travel arrangements of ship's personnel • Arranged port passes for suppliers and visitors Highlights: Winner of 1997 Inchcape Shipping Services Award for Service Excellence Outstanding Performance Award, issued on 28th May 1998 (Inchcape Shipping services)

2 recommendations available upon request

Senior Public Relations Executive at East West Airlines, Mumbai International Airport

July 1994 - June 1996 (2 years)

Promoted as Senior Customer Service Executive (reporting directly to the Commercial Manager) Liaised with airport authority, security agencies and interline partners Independently handled all airport counter routines Interacted with Customers and airport officials Independently handled all VIP and CIP travel arrangements Managed crisis situations Handled the ticketing and reservations counter as well as the check-in counter Supervised operations of the department

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6 people have recommended Celine

"Celine is a proactive and tireless contributor who would make a great addition to any team. She intimately knows and understands freight forwarding globally and nationally. We had a logistics problem land in our lap to solve, which was very difficult to work through. She took the lead and was able to become the problem solver for our mutual client and successfully brought this issue to a close. Because of her, we have a new client; one that we have been trying to get for quite a while. We are now their problem solver. I would highly recommend her for any position, as she naturally rises to the occasion when presented with something she really cares about and she really cares about customer service."

— **Penny Pollock, CIFFA, CCS, Transportation Sales Specialist, Livingston International**, worked directly with Celine at Livingston International

"Celine is a detailed oriented manager and has excellent knowledge of all operational procedures in ocean freight."

— **Peter Sehrbrock, Project Cargo Manager, Livingston International Inc.,** managed Celine indirectly at Livingston International

"I have been dealing with Celine for years and found her to be good at customer service and always professional. A pleasure to do business with. Jodie"

— **Jodie Wilson, Sales, LCL NAVIGATION**, was a consultant or contractor to Celine at Panalpina Inc

"Celine displays professionalism in her interaction with the customers as well as with colleagues. Always ready, open for alternative ideas. Knowledgeable and resourceful to expand her experience. Practical and direct in her approach to business relationships. As a team player she is motivated, supportive and focused."

— **Gerson (Gershom) Ruiz, Ocean Export Supervisor, C.S., Panalpina Inc**, worked directly with Celine at Panalpina Inc

"Celine worked in the Navy team, very ably led then by Akbar Khan and Celine as part of the Navy team delivered results timely and efficiently and got various last minute services done. She was dependable and efficient and always willing to go the extra mile to complete work assigned to her."

CELINE PATEL

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CAREER PROFILE: With over **10 years** of experience in Operations & Customer Service in the Freight Forwarding Industry , I am a diligent, result-oriented self starter with extensive knowledge of various computer applications and the proven ability to create and improve office systems. With a strong Public Relations background and extensive Customer Service skills, I am looking to secure a position that will benefit from a wide array of experiences in varying environments from various Secretarial Functions and Self Correspondence to Staff Development and Supervision.

EDUCATIONAL & PROFESSIONAL TRAINING:

DIPLOMAS/DEGREES

2006 CIFFA MODULE II

1993 Master of Arts (Sociology) - India

1991 Bachelor of Arts (Economics) - India

MANAGEMENT CERIFICATION

2001 Personnel Management, Inchcape Shipping Services, Dubai, U.A.E

1999 Management of Training, Inchcape Shipping Services, Dubai, U.A.E.

1998 Successful Decision Making, Inchcape Shipping Services, Dubai, U.A.E.

1997 Performance Appraisal Techniques, Inchcape Shipping Services, U.A.E.

CAREER EXPERIENCE:

December 2014 – Till Date ✓



LIVINGSTON INTERNATIONAL - CUSTOMER SERVICE & SALES (UPSELLING)

- Looking after a Book of Accounts
- Customer Service & Upselling
- Coordinating with Shipping Lines, Agents Worldwide, Vendors for providing Quotes to the Existing Clients



August 2013 – August 2014 (OCEAN FREIGHT MANAGER – ADVANTEX INV. (A LIVINGSTON ACQUIRED COMPANY))

August 2014 - December 2014 (INTERNATIONAL FREIGHT COORDINATOR – OCEAN EXPORTS)

- Handling Corporate Accounts
- Handling Project Cargo
- Handling Insurance / Claims

October 2012 – August 2013



LIVINGSTON INTERNATIONAL - BUSINESS DEVELOPMENT MANAGER INTERNATIONAL FREIGHT

- Send follow-up marketing materials and make follow-up monthly calls to establish relationships.

Promoted as Executive Assistant to the Regional Manager (Sales & Marketing)

March 1997 – December 2000



**Inchcape Shipping Services, Dubai Administration & Operations Executive
(Navy) - Ship Services**

Highlights: *Winner of 1997 Inchcape Shipping Services Award for Service Excellence
Outstanding Performance Award, issued on 28th May 1998 (Inchcape Shipping services)*

July 1994 – June 1996



East West Airlines, Mumbai International Airport - Public Relations Executive
Promoted as Senior Customer Service Executive (reporting to the Commercial Manager)

Highlight: *International Air Transport Association (IATA) Certificate for Customer Service Excellence
(1995)*