

RESUME

ABDUL SUHAIL

10 'E' NO 13 Street
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OBJECTIVE

To be well versed in the field of Service Delivery and to deliver 100% customer satisfaction by adopting well proven systems and mechanisms and live up to the expectation of the company.

WORK EXPERIENCE:

- *Worked as operations executive for AIR INDIA SATS*

The first Joint Venture of SATS (Singapore Air Terminal Services) with Air India. It's a custodian of Customs Bonded Warehouse which started its Air Cargo Operations from May 2008. SATS has been awarded the Best Handling Agency in ASIA for over 10 years.

- *Joined on the 31st MAY 2008 and worked till 06th MAY 2012*

Job Summary:

Providing courteous and professional response to customer telephone calls regarding services and solutions. Action customer request by working within established process and complying with company standards

Key Responsibilities:

- *To receive Export cargo at receiving bay verifying the documents.*
- *Inspection and acceptance of DG goods to ensure the Export cargo weightment and tally as per document.*
- *To ensure the sterile zone is of screened cargo.*
- *Palletizing the right cargo, to the right airlines, to the right destination, and at the right time.*
- *Handing over the built-up pallets to Lift and Run System.*
- *To ensure the cargo physical counts and weight at the receiving bay in line with documents.*
- *To ensure the Export received cargo is passed through Scanning process and stacked in the right manner at sterile Zone.*
- *To lead the work force in effective manner and maintain discipline.*

KEY RESULT AREA:

- *ULD-Build up of Export cargo*
- *Preparation of airway bill*
- *Receiving of cargo to the ware house*
- *Preparation of manifest*
- *Coordination with all Airlines*
- *Document Handling*
- *ULD-build up for Singapore Airlines, Emirates, Ethihad, Malaysian airline, Cathay pacific airlines. Indian airlines, air India and FedEx express*
- *Planning of cargo for maximum space utilization.*
- *Safe and efficient handling of Special Loads.*
- *To manifest cargo flight wise and provide data*

Currently working for Kintetsu World Express (India) Pvt Ltd – Bangalore

*Japanese Based International Freight Forwarding Company as Operations executive
From 07th MAY 2012 to till date*

Job Summary:

Handling Air Export Shipments, Co-ordination with Customers, Vendors and Overseas Office

AIR EXPORT

- *Book the space with Airline and take the Flight Schedule*
- *Prepare the Export documents and CTM Pouch consist of (Mawb, Hawb, Invoice, Packing list & Consol Manifest)*
- *Pre Alert information to Overseas Office / Shipper and Consignee*
- *Providing Air freight charges quote to Customers and Overseas Office*
- *Rate Negotiation with Airlines*
- *Raising Debit note & Credit notes to Customers and Overseas Office*
- *Co-ordination with the Shipper, Airline & Customs broker's for smooth Operations*
- *Updating CSS Software (Customer Service System) for all Air Export Shipments*
- *Preparing Airline CSR*
- *Preparing DSR report*
- *Preparing Monthly Revenue Report*
- *Arrange for Vendor & Airline Payments from Accounts*
- *Payments Follow-up with Customers & Vendors*
- *Arrange the vehicle for cargo pickup from shipper's place*
- *Maintaining Daily & Monthly Statements reports for Export Shipments*
- *Post Shipment Clearance documents dispatch to the Customers*
- *Handling Valuable & Perishable Cargo Shipments*
- *Handling Air Export Shipments*
- *Follow-up with the airline & airline tracking system departure and until Shipment reaches to the Destination*
- *providing Air Export Quotations to the Customers*

AIR IMPORT

- *Coordination with customers & Overseas office*
- *Quoting rates and following up for consignment pickup.*
- *Constant follow up with agent for Pre-Alert Documents*
- *Following up for the relevant documents for hassle free customs clearance*
- *Follow-up with operation team for required documents for clearance, updating the same to customer and arranging.*
- *Constant follow-up & Organizing team & arranging the regulatory documents for smooth clearance for all mode of shipment terms and schemes.*
- *Preparing DSR reports customer wise*
- *Upon the flight arrival preparing the CAN or advance CAN & relevant bill & updating the same to the customer & keeping them posted regarding the arrival status*
- *Payment settlement to the airlines for DO release & monitoring payments from our customer for DO release*
- *Proper co-ordination & firmly communication with customer/CHA for Shipment updating & documentation & payments*
- *Preparing post clearance billing & dispatching to customer on time*
- *Sending the original Docs & BOE to the customer on time*
- *Pre-audit on job profit listings & supplier Bills*
- *Payment follow-ups*
- *CN/DN following up with overseas agents*
- *Preparing Monthly reports as per SOP*

EDUCATION QUALIFICATION

- *S.S.L.C*
- *P U C*
- *BA*

➤ **ADDITIONAL QUALIFICATION**

- *Basic of computer-windows O/S.MS-Office MS-Word, EXCEL*
- *Qualified in IATA DGR (Dangerous Goods Regulation) certificate*

STRENGTHS:

- *Positive Attitude*
- *Good Learner*
- *Good communication Skill*

Personal profile:

➤ NAME	:	ABDUL SUHAIL
➤ DATE OF BIRTH	:	20/FEB/1987
➤ PASSPORT	:	YES
➤ FATHER'S NAME	:	ABDUL KHADER
➤ NATIONALITY	:	INDIAN
➤ LANGUAGES KNOWN	:	ENGLISH, KANNADA & HINDI
➤ RELIGION	:	ISLAM
➤ MARITAL STATUS	:	SINGLE
➤ HOBBIES	:	Listening to Music & playing cricket

I, hereby declare above mentioned details are best of my knowledge.

Place: Bangalore

Date:

ABDUL SUHAIL