

# Abdullah N

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Dear Hiring Manager,

I AM WRITING TO EXPRESS MY INTEREST IN THE CUSTOMER SERVICE AND LOGISTICS SPECIALIST POSITION AT YOUR COMPANY. WITH THREE YEARS OF HANDS-ON EXPERIENCE IN LOGISTICS COORDINATION, FREIGHT PRICING, AND EXPORT DOCUMENTATION AT APPLE FREIGHT AND LOGISTICS, I HAVE DEVELOPED STRONG EXPERTISE IN SUPPLY CHAIN MANAGEMENT AND CUSTOMER SERVICE.

MY PROFESSIONAL EXPERIENCE INCLUDES:

- MANAGING END-TO-END EXPORT OPERATIONS FOR 100+ MONTHLY FCL/LCL SHIPMENTS, ACHIEVING A 20% IMPROVEMENT IN OPERATIONAL EFFICIENCY
- NEGOTIATING FREIGHT RATES WITH CARRIERS AND CHAS, RESULTING IN 15% COST REDUCTION FOR CLIENTS
- PREPARING ACCURATE SHIPPING DOCUMENTS (MBL/HBL, FORM 13) WITH FULL COMPLIANCE TO INTERNATIONAL TRADE REGULATIONS
- TRACKING SHIPMENTS AND PROVIDING REAL-TIME UPDATES TO CLIENTS, MAINTAINING 95% ON-TIME DELIVERY RATE
- HANDLING CUSTOMER INQUIRIES AND ISSUE RESOLUTION WITH A SERVICE-FOCUSED APPROACH
- UTILIZING ERP SYSTEMS FOR LOGISTICS REPORTING AND INVENTORY MANAGEMENT IN MY CURRENT ROLE AS SENIOR CUSTOMER SERVICE AND DOCUMENTATION SPECIALIST, I SUCCESSFULLY:
  - COORDINATE CARGO PICKUPS AND CONTAINER ALLOCATIONS
  - PROCESS VENDOR INVOICES AND PAYMENT RECONCILIATIONS
  - BUILD STRONG CLIENT RELATIONSHIPS THROUGH PROACTIVE COMMUNICATION
  - IDENTIFY PROCESS IMPROVEMENTS TO ENHANCE SUPPLY CHAIN PERFORMANCE

I HOLD AN MBA WITH SPECIALIZATION IN SUPPLY CHAIN MANAGEMENT AND POSSESS IN-DEPTH KNOWLEDGE OF LOGISTICS DOCUMENTATION AND FREIGHT PRICING. MY COMBINATION OF OPERATIONAL EXPERTISE AND CUSTOMER SERVICE SKILLS ENABLES ME TO DELIVER EFFICIENT LOGISTICS SOLUTIONS WHILE MAINTAINING HIGH CLIENT SATISFACTION.

I WOULD WELCOME THE OPPORTUNITY TO DISCUSS HOW MY QUALIFICATIONS COULD BENEFIT YOUR TEAM. PLEASE FIND MY RESUME ATTACHED FOR YOUR REVIEW. I AM AVAILABLE FOR AN INTERVIEW AT YOUR CONVENIENCE AND CAN BE REACHED AT +971555611981 OR ABDULLAH.CHECKME@GMAIL.COM.

THANK YOU FOR YOUR TIME AND CONSIDERATION. I LOOK FORWARD TO YOUR RESPONSE.

SINCERELY,  
ABDULLAH N