



## NUFAIS ABDUL KADER M.A

Logistics Coordinator

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### Summary

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I am a dedicated logistics professional with a strong commitment to excellence in logistics and I aim to advance my skills. My experience includes managing export booking processes and collaborating with internal teams to execute orders efficiently. I am a quick learner with strong interpersonal and communication skills, eager to broaden my expertise and contribute positively to my organization.

### Experience

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#### Hapag-Lloyd Global Services Pvt Ltd

Chennai, Tamil Nadu, India

##### Coordinator – Customer service

02/2020 - 09/2024

A global logistics service provider specializing in sea transport and an integrated logistics solution.

- Managed the export booking process, ensuring accurate and timely completion.
- Collaborated with internal teams, including sales and equipment, to ensure seamless execution of export orders.
- Handled sea export shipments from various locations in the United States to diverse destinations.
- Strategically planned shipment routes based on cargo nature, cost, and transit time.
- Synchronized schedules to align with cargo readiness at the origin and customer requirements at the destination.
- Addressed customer inquiries and effectively resolved issues on time.
- Managed booking amendments such as changes in quantity, destination, or shipping instructions.
- Possess moderate knowledge of export and import processes.
- Provided mentoring to new colleagues to facilitate process comprehension.

#### Sea Hawk Lines Private Limited

Chennai, Tamil Nadu, India

##### Internship

05/2019 - 06/2019

A logistics company providing maritime transport services.

- Collaborated with logistics teams to ensure the timely and accurate movement of materials across various departments.
- Assisted in coordinating inbound and outbound shipments, tracking delivery schedules, and ensuring all documentation was meticulously prepared.
- Supported senior team members with daily operational tasks, enhancing overall productivity and operational efficiency.

### Education

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#### University of Madras

Chennai, Tamil Nadu, India

##### Master of Business Administration - MBA (Logistics)

06/2018 - 04/2020

(Attested by the Embassy of United Arab Emirates)

#### University of Madras

Chennai, Tamil Nadu, India

##### Bachelor of Business Administration – BBA

06/2015 - 04/2018

## Key Achievements

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### Export Process Management

Coordinated with export shipments, achieving annually 98% on-time delivery rate.

### Efficiency Enhancement

Reduced shipment errors through improved route planning and coordination.

### Team Training Success

Trained new team members, reducing onboarding time.

### Customer Service Excellence

Resolved customer inquiries within the time frame, improving satisfaction scores.

## Strengths

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### Personal Strengths

Enthusiastic, self-confident, hardworking, a team player, and quick learner.

### Personal Skills

Possess strong team-building, motivational, interpersonal, and communication skills.

## Computer Knowledge

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- MS Office applications including Word, Excel, and Outlook

## Declaration

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I do hereby declare that the above-mentioned facts are true and correct to the best of my knowledge and belief.

Nufais Abdul Kader M.A