

MOHAMED JARGIES

Operations Executive

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EXPERIENCE

Operation Executive

Directway Cargo Transport LLC

📅 01/2024 📍 Dubai

- DP World Cargo Wave using containers and cargo tokenizing, inquiry, cancellation and amendment
- DP World customs booking for sea, air and land cargo transportations.
- Optimize transport routes to ensure cargo is delivered in a timely and cost-effective manner.
- Manage the process of clearing freight by reviewing the bill of entry, delivery order, and DPC documents.
- Coordinate with customers, drivers, transport vendors, and other stakeholders, respond to customer inquiries, resolve complaints, and provide shipment status updates.
- Utilize transportation management systems TMS, GPS, and other logistics tools for effective operation tracking and reporting.
- Plan and optimize transport routes to ensure cost-effective and timely delivery of cargo.
- Coordinate with shippers, transport companies, and customs authorities to manage and optimize cargo movement.

Airport Ground Staff

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📅 01/2022 - 12/2023 📍 Maharashtra, India

- Conducted pre-flight safety checks and inspections on aircraft, ensuring compliance with regulations and safety standards.
- Coordinated the safe and efficient loading/unloading of baggage, cargo, and aircraft supplies, adhering to weight and balance guidelines.
- Assisted flight crews and ground operations teams in coordinating aircraft pushbacks, ensuring timely departures.
- Provided exceptional customer service to passengers, assisting with check-in, ticketing, baggage handling, and boarding processes.
- Managed passenger flow at the gate, ensuring smooth boarding procedures and addressing any issues related to seating or ticketing.
- Processed and handled lost luggage claims, providing accurate documentation and timely updates to customers.
- Coordinated with airlines, security, and ground operations to ensure smooth and timely arrivals and departures.
- Addressed passenger inquiries, resolving complaints or concerns in a professional and timely manner.

EDUCATION

Bachelor of Vocational

Annamalai University

📅 01/2020 - 01/2023 📍 Tamil Nadu, India

SUMMARY

Experienced Operations Executive with a strong track record of optimizing processes and driving operational efficiency. Proven ability to lead teams, manage projects, and problem-solve. Skilled at data analysis, resource management, and fostering cross-functional collaboration to achieve business goals. Adept at leveraging technology and best practices to deliver exceptional results.

SKILLS

Customer Relationship Management

Analytic Problem Solving

Team coordination and Leadership

Risk Management

Operations Management

Decision-Making

TECHNICAL SKILLS

DP WORLD CARGO WAVE

MS EXCEL / MS WORD

LOGISTIC TOOLS

AIRLINE TICKETING

GPRS Tools

LANGUAGES

- Tamil
- English
- Hindi
- Malayalam