

SALMAN AYOOB

Senior Logistics – Customs Specialist

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Dubai – United Arab Emirates



PROFILE SUMMARY

A highly skilled and detail-oriented **Customer Service professional specializing in Logistics and Customs Support**, with 7 years of experience in customs compliance, import/export procedures, and supply chain operations. Proficient in managing customs clearance, tariff classifications, and regulatory requirements to ensure efficient cross-border shipments. A strong collaborator with customs brokers, freight forwarders, and internal teams, dedicated to streamlining operations, reducing delays, and enhancing customer satisfaction.

WORK EXPERIENCE

- Company Name: **Dubai Trade (DP World Company)**
Executive Customer Service
Dubai, United Arab Emirates (July 2022 – Present)

RESPONSIBILITIES

- ✓ Respond to customer inquiries related to Dubai Trade services, including customs, logistics, import/export processes, and e-commerce platforms.
- ✓ Provide guidance and assistance on navigating the Dubai Trade portal for trade-related transactions (e.g., submitting documents, applying for permits, tracking shipments).
- ✓ Address and resolve any service-related issues or complaints in a timely and professional manner, ensuring customer satisfaction.
- ✓ Assist clients with the submission and verification of trade-related documents, including customs declarations, shipping documents, and certificates of origin.
- ✓ Guide customers to the required documentation for customs clearance and import/export processes.
- ✓ Provide detailed explanations of customs regulations and assist clients in understanding duty rates, taxes, and tariff classifications.
- ✓ Support customers in the use of Dubai Trade's e-services, such as the online portal for import/export transactions, certificates, permits, and payments.
- ✓ Troubleshoot technical issues and escalate unresolved issues to IT support or relevant departments.
- ✓ Follow up on pending issues to ensure timely resolution and delivery of services. Ensure accurate and timely entry of customer queries, issues, and resolutions into the customer service management system.

- Company Name: **V S A Shipping LLC**
Senior Operations - Customer Service & Logistics Customs Support
Dubai, United Arab Emirates (2019 – 2022)

RESPONSIBILITIES

- ✓ Oversee the preparation and submission of all required customs documents, including invoices, packing lists, certificates of origin, bill of lading, and import/export permits.
- ✓ In-depth knowledge of Dubai Trade services and customs processes, Ability to use Dubai Trade's online platforms and e-services (Mirsal 2).
- ✓ Coordinate with shipping agents to ensure timely clearance of shipments and minimize any delays at customs checkpoints.

- ✓ Handling General Cargo, transshipment. Prepare the manifest and arrange cross-stuffing, then use SAS for outbound.
- ✓ Supervise the logistics team to ensure the efficient movement of goods across the supply chain, from warehousing to final delivery.
- ✓ Manage relationships with freight forwarders, shipping lines, transport providers, and third-party logistics providers (3PLs).
- ✓ Resolve any logistics issues such as delays, shipment discrepancies, or damaged goods by coordinating with relevant parties.
- ✓ Supervise a team of customs documentation clerks, logistics coordinators, and support staff. Provide training in customs compliance procedures, document preparation, and logistics best practices.
- ✓ Monitor team performance, provide feedback, and implement corrective actions when necessary to improve efficiency and accuracy.
- ✓ Coordinate with sales and customer service teams to address any client-specific requirements or concerns regarding shipments and documentation.
- ✓ Monitor logistics costs and work to reduce expenses through optimization of transportation routes, consolidation of shipments, and negotiation with service providers.

➤ Company Name: **JAFZA (DP World Company)**
Executive - Employee Affairs
Dubai, United Arab Emirates (2018 – 2019)

RESPONSIBILITIES

- ✓ Efficiently handle visa applications, ensuring compliance with GDRFA regulations.
- ✓ Liaise with clients to collect required documents and provide guidance on visa requirements. Maintain accurate records of visa applications, approvals, and rejections.
- ✓ Collaborate with internal teams to streamline communication and enhance the overall efficiency of GDRFA.

EDUCATION

- **M.C.A master's in computer application** (2012 – 2015)
SSN College of Engineering affiliated with **Anna University**, India.
- **B.Sc. Computer Science** (2009-2012)
Noorul Islam College of Arts and Science is affiliated with **M S University**, India.

KEY SKILLS & COMPETENCIES:

- ❖ Supply Chain, Transportation & Freight Management
- ❖ Customs Compliance & Documentation
- ❖ Customer Service & Communication
- ❖ Inventory Management & Warehouse Operations
- **Certified Customs Expert** (CCE- 2022)
Dubai Trade, United Arab Emirates

DECLARATION

I hereby declare that the above-mentioned details are true to the best of my knowledge.

Yours faithfully,
Salman Ayoob