

Curriculum Vitae

IBRAN ANSARI

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OBJECTIVE	To seek a challenging and dynamic assignment in an organization that offers learning opportunities and professional growth while being resourceful in achieving a steady career.
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❖ ACADEMIC QUALIFICATION:

- **Secondary** from West Bengal Board Of Secondary Education
- **Higher Secondary** from West Bengal Board Of Higher Secondary Education

❖ PERSONAL:

- Approachable with a friendly outgoing personality
- Extensive PC skills including MS Outlook, MS Word and MS Excel
- Physically fit and able to stand and walk for a long period of time
- Excellent communication skills (**English & Arabic**)

❖ WORKING EXPERIENCE:

❖ **FIRST FLIGHT COURIERS (MIDDLE EAST) L.L.C (DUBAI, UAE) (December 2023 to Till June 2024) As Customer Service Executive / Sales Coordinator**

• Job Responsibilities As a Customer Service Executive / Sales Coordinator

- Assisting and coordinating with the customer for all overseas exports & import query
- Receiving inbound calls & making outbound calls
- Coordinating with the respective parties for the customs clearance process and documentation
- Organizing and maintaining all daily, weekly and monthly reports
- Works closely with operations team to promote and implement continuous improvements
- Managing the Service Level Agreements with internal and external departments
- Coordinating with other vendors like DHL, FedEx, UPS, Aramex
- Quoting rates of export & import shipment as per customer query
- Maintaining MIS report of customers and updating it regularly with the status

❖ **AL MAZIAD TRANSPORT – KSA (SAUDI ARABIA) - (September 2014 to Till July 2022) As A Sales Coordinator/ Operations Executive**

• Job Responsibilities As An Operations Executive (2018-2022)

- Oversee efficiency of operational processes
- Coordinating with All Dept. & Management and branches
- Accurately updating all data into manual record system

- Maintaining Operations, Dispatch, Ops Service Quality
- Analyze business requirements and customer needs
- Provide administrative support
- Any responsibility assigned by the management
- Preparing vouchers on daily basis and forwarding reporting to Head Office
- Handling daily cash sale, making entry in the Excel Sheet and depositing to Bank

• Job Responsibilities As a Sales Coordinator (2014-2018)

- Receive and report on all sales leads
- Assisting to Management in giving him sales figures
- Meetings with the other transporters whenever is required
- Obtaining domestic transport quotes from a range of sources & maintaining offered record
- Arrange meetings for senior management with prospective clients
- Assist sales representatives and team to meet and exceed goals
- Builds business by identifying and selling prospects
- Maintaining relationships with clients Identifies business opportunities by identifying prospects and evaluating their position in the industry
- Researching and analyzing sales options
- Maintains relationships with clients by providing support, information, and guidance
- Researching and recommending new opportunities
- Recommending profit and service improvements Contributes to team effort by accomplishing related results as needed
- Any responsibility assigned by the management

❖ **AL TURKI EST. - KSA (SAUDI ARABIA) - (March 2012 to Till October 2013) As An Office Assistant**

• Job Responsibilities As An Office Assistant (2012-2013)

- Experience of working in KSA-outdoor related work
- Material delivery to customers within KSA
- Coordinating with All Department and assist them with all office & outdoor related activities
- Other office related Misc. indoor and outdoor work

❖ OTHER ESSENTIALS:

- Excellent Microsoft office skills
- Client management skills
- Attention to detail
- Diary management skills
- Ability to work under pressure
- Excellent Impersonal skills
- Excellent communication skills especially in written and spoken English & Arabic
- Flexible, Proactive and a self-starter

❖ PERSONAL INFORMATION:

Nationality : Indian
Religion : Islam
Marital Status : Married

❖ LANGUAGES KNOWN:

➤ Urdu, Hindi, Bengali, English & Arabic

❖ PASSPORT DETAILS:

Passport No. : T 5 1 9 5 6 5 2
Place Of Issue : Jeddah, Saudi Arabia
Date of Issue : 15/07/2019
Date of Expiry : 14/07/2029

❖ VISA STATUS:

UAE Visit Visa
Expiry Date – 5th Sept' 2024

❖ DECLARATION:

➤ I do here by declare that above statements are true and correct to the best of my knowledge.

Date:
Place:

Ibran Ansari
(Signature)