



MOHIADEEN VMS

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201 - Al Ghurair Building, Hor Al Anz, Dubai, UAE

**Booking Officer | Customer Service Executive | Customer Relations | Account Management
Logistics Co-ordinator | Client Servicing | Reporting | Stakeholder Management**

CUSTOMER SERVICE/CUSTOMER SUPPORT

Experienced customer service representative with a strong background in container shipping, having worked at CMA CGM for 2.5 years. Skilled in handling client enquiries, managing vessel operations, and optimizing route mapping. Proven ability to foster strong internal relationships with trade teams, ensuring seamless and communication and collaboration to secure routing approvals and container availability. Adept at navigating complex logistical operations to deliver exceptional customer experiences.

SKILLS AND EXPERTISE

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|--------------------------|------------------------|---------------------------|-----------------|
| Export Operation | Client Interaction | People Management | Team management |
| Container Operations | Internal communication | Co-ordinating team | Communication |
| Merge booking | Container tracking | Training | Time management |
| Split booking | Route Amendment | Error Auditing | Interpersonal |
| Processing documentation | Vessel Amendment | Handling escalation mails | Quick learner |

PROFESSIONAL EXPERIENCE

CMA CGM

Mar 22' - Sep 24'

Customer Service Executive/Operations Executive

Managed to handle the process of ocean export shipments, including booking creation, vessel section, route mapping and error log activities in a crucial situation such as high volume of compiling 50 to 100 shipments daily, ensuring timely processing and documentation.

Accomplishments:

- Processed 50,000+ Shipments seamlessly every year.
- Maintained less than 1% error in handling and processing shipments.
- Achieved 95% shipments within Turn Around Time.

Roles & Responsibilities

- Prepared accurate office files, updated spreadsheets and crafted presentations to support executives and boost team productivity.
- Responded to emails and other correspondence to facilitate communication and enhance business processes.
- Transcribed minutes of meetings and executed meetings and events for company to support sales, business development and senior management teams.
- Filed paperwork and organized computer-based information.
- Organized logistics and materials for each meeting, arranged spaces and took detailed notes for later dissemination to key shareholders.

- Certified Process trainer – training & assisting new users for the booking process.
 - Analyzing customer requests and providing booking confirmation.
 - Prepare and generate BL in LARA for the customer.
 - Achieving the daily targets & learning new process.
 - Manual auditing in bookings.
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AWARDS

Samurai Award (Best Performer) at CMA-CGM for the month of Mar 2024.

Mega Star Award - Nominee for implementing new ideas to the team at CMA-CGM during the period of Jun 23' to Dec 23'.

EDUCATION

UNIVERSITY OF MADRAS
Bsc. Computer Science

2016 - 2019

Measi Institute of Management
Masters in Business Administration

2019 - 2021

CERTIFICATIONS

CMA CGM
TTT - Functional Trainer

2023

CMA CGM
Lean - Six Sigma - Green Belt

2023

LANGUAGES

English

Tamil

References are available on request.