

**Faisal Abdul Aziz**  
**Floor Manager + Import Pricing Head**  
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*Seeking a professional position for utilizing my skills and abilities in practical life to improve the strength of the company where my creative ideas and a genuine enthusiasm would allow me to progress and to grow professionally and to contribute within a team in challenging, implementing and administrating setup.*

#### **STRENGTHS**

- Handling All Dubai Export Shipment
- Knows all Incoterm.
- Handling QICT 25 Vehicle in Operation
- Handling HTV Maintenance & Purchase Spare Part
- CSR- Documentation and Logistics Operation
- Excellent Customer Service Skills
- Detailed oriented-committed to service excellence
- Confident – Self Starter – Flexible
- Can deal with multicultural clientele.
- Maintain Maintenance Billing filling
- Updates Salary Sheet of Company Employees
- Convincing & Negotiation Skills
- Diversified Industry Experience
- Hardworking – Reliable – Sincere

#### **Achievements**

- ✓ Improvement of Customers satisfaction level and reduction in documentation process time, delivery of quality services in a competitive market.
- ✓ Speedy resolution of issues by practicing good people skills & effective utilization of allotted resources.
- ✓ Ability to keep confidentiality in all official correspondences, files, documents and reports.
- ✓ Effective contribution towards business profitability by providing optimum customer service.
- ✓ Increased revenue by creating a clients database for the whole year.
- ✓ Signed contractual agreements with several companies on contractual conditions.

#### **Career Snapshot**

##### **Responsibility**

##### **Companies**

##### **Years**

<b>Floor In charge With Import Pricing OPS Overseas Manager</b>	<b>MEPL International Pakistan (Handling Dubai All Export Operation)</b>	<b>Jun 2021 - Working</b>
<b>Marketing &amp; Sales Manager</b>	<b>Al Binna Associates (Real Estate &amp; Builders) Sale &amp; Purchase</b>	<b>Nov2016-Jan 2021</b>
<b>Operation Assistance Manager</b>	<b>Bilal Associates (Transportation Maintenance Handling &amp; Purchasing Spar Parts of HTV)</b>	<b>Oct2015–Oct 2016</b>
<b>CSR, Documentation and Operation</b>	<b>AAAI Shipping ( Doc/Operation/Import Sales)</b>	<b>Oct 2011–Oct2015</b>
<b>Sales/CSR/Docs Executive</b>	<b>Global Link Logistics (Import &amp; Exports Sales)</b>	<b>July2008-Sep2011</b>
<b>Export Sales Executive</b>	<b>AHS Shipping Co Pakistan. (Export Sales)</b>	<b>Oct 2007-Jun2008</b>
<b>SR Sales/CSR/Docs Executive</b>	<b>Seagate Logistics (Ship Boarding/Sales/CS/Docs</b>	<b>Mar2001-Sep 2007</b>

## Capabilities

### Customer Services & Operations

1. Well-trained of all Dubai Customs Clearance procedures, brief and working knowledge of Dubai Trade Software E-Marsal II
2. Keep records of customer interactions and transactions,
3. Recording details of inquiries, complaints, comments, as well as actions taken.
4. Consult with customers by telephone or in person to provide information about Their shipments, update details, cancel accounts, or to obtain details of complaints.
5. Check to ensure that appropriate changes were made to resolve customers' problems.
6. Provide first class customer experience resulting to customer satisfaction, loyalty and retention
7. Contribute to the establishment and development of the organization's goodwill - reputation.
8. Determine charges for services requested, collect payments, or arrange invoices
9. Having brief and working knowledge ship boarding and all documentation handling
10. Submission of Export Manifest, Arrangement of relevant documents prior of deadline
11. Manage customers and priorities complaint resolution

### Management Functions

- Play an important role in decision making process with direct impact on business operations, strategy development, client service, and staff motivation.
- Establish goals and deadlines; monitor performances and operations progress.
- Share best practices, ideas, approaches, know-how and business opportunities
- Gain knowledge of the organization set up and understanding of company's objectives. Preserve confidentiality in all official transactions.

## Qualifications

HSSC	Government Higher Secondary School Karachi	APR, 2003
SSC	Board of Intermediate and secondary school Education Karachi	OCT, 2009

## Professional Developments

- Diploma in Air Cargo Handling (Star Aviation) Karachi Pakistan
- One year Diploma in Computer Hardware & Software.
- Self-motivated, result oriented and team spirited professional.
- Quick learning individual and adjust in a fast-paced environment.
- Good at Communication skills and can deal with people efficiently.
- Excellent Communication skills in English & Urdu – both written & spoken.
- Good typing speed and proficient in MS Office (Word, Excel, Power Point)
- Work well in fast paced environment as an efficient and productive employee **Basic**

## Personal Details

Nationality	:	Pakistani
Date of Birth	:	16 <sup>th</sup> May 1984
Visa Type	:	UAE Employment Visa (NOC Available)
Marital Status	:	Married 06,Jan, 2019
Driving License	:	Valid UAE Bike License till 2022

## References