

ANANDARAJ JOHN

OPERATIONS & DOCUMENTATION EXECUTIVE
INTERNATIONAL FREIGHT FORWARDING



CONTACT

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SKILLS

- Freight Forwarding
- Customs Compliance
- Negotiation
- Client Retention
- Vendor Negotiation
- Time Management
- Leadership , Crisis Resolution
- Effective Communication
- Data Analytics
- Digital Marketing
- Telemarketing
- Business Development
- Budgeting
- Emotional Intelligence
- Research
- Problem Solving
- strategic planning & Thinking

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PROFILE

Results-driven Logistics & Operations Specialist with 6+ years of expertise in international freight forwarding, supply chain optimization, and cross-functional team leadership and transport co-ordination . Proven track record of reducing operational costs by 25%, improving shipment efficiency by 30%, and driving client retention through strategic vendor negotiations and process automation. Adept at leveraging tools like Cargo Wise and Excel to streamline documentation, enhance compliance,

WORK EXPERIENCE

ABC Chemical Exports Pvt Ltd.| Saif Zone, Sharjah |

DOCUMENTATION EXECUTIVE SEP2024 - PRESENT

- Prepared 100+ shipping documents (PFI, PO, L/C), reducing processing time by 20% through automation of tally Excel templates. Lead, mentor, and manage a high-performing marketing team, fostering a collaborative and results-driven work environment.
- Apply for insurance and Certificates of Origin (COO) from Chambers.
- Improved customer satisfaction via real-time tracking updates and proactive feedback.
- Coordinate with shipping lines for Switch B/L.
- Manage pre-shipment samples, customer feedback, and updates to the sales team.
- Track and update customers on shipment document status.

DAHNAY Logistics | chennai | Dubai (Backend) |

OPERATION & DOCUMENTATION EXECUTIVE FEB 2022 - MAR 2024

- Acquired business through telemarketing and maintained client relationships.
- Negotiated rates with vendors (liners, transporters, customs brokers, IATA agents, and airlines) for cost-effective shipments .
- Coordinated with vendors, CHA, and transporters for cargo movement, clearance, and handover.
- Submitted VGM and shipping instructions, tracked shipments, and released HBL/HAWB to shippers.
- Managed shipment creation, tracking, and document handling using Cargo Wise software.

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CERTIFICATION

- Business Communication
- Tally
- HTML
- Web Development
- International freight forwarding

Divine Enterprises TRANSPORT COORDINATOR

JUN 2020- NOV 2021

- Optimized fleet routes using GPS analytics, reducing fuel costs and improving on-time deliveries.
- Trained drivers on safety protocols, achieving zero compliance violations for 18 consecutive months.
- Boosted client retention by 30% through resolving 100+ logistics disputes and implementing a real-time tracking .
- Developed strategies for new business opportunities and managed monthly budgets

INTERESTS

- Chess (Competitive Player)
- Reading books
- Tech Enthusiast
- cooking

Amazon Development Centre

AUG 2016- APR 2020

RETAIL PROCESS ASSOCIATE

- Monitored project deliverables, identified operational issues, and recommended solutions.
- Analysed data using Excel (Pivot Tables, Charts) to drive process improvements. Automated data analysis using Excel macros.
- Identified bottlenecks, implemented process improvement policies, and conducted team meetings.

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION

Madras University | St. Joseph's Arts & Science College | 2015

PERSONAL DETAILS

Nationality: Indian

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Tamil (Native)
- Telugu(Fluent)

Place : UAE

Ananda Raj. J