



# HARISH A

## PROFILE SUMMARY

- Proficient in customer service and admin tasks, with a deep understanding of logistics operations.
- Experienced in managing inbound/outbound shipments, order processing, and ensuring compliance with customs and documentation team.
- Skilled in customer engagement, providing efficient solutions, and maintaining strong client relationships.
- Proficient in digital tools such as SAP, MS Office, and Tally, with expertise in handling warehouse and shipment management.
- Committed to delivering excellent service, improving processes, and contributing to organizational success.

## WORK EXPERIENCE

### CUSTOMER SERVICE REPRESENTATIVE

Expeditors, Dubai | June 2024 – Oct 2024

- Planned, organized, and managed the client Majid Al Futtaim, handling brands such as Poltrona Frau, Magic Planet, HOME, Alessi, and Ski Dubai, ensuring effective client relations and operational efficiency.
- Coordinated inbound, return-to-warehouse (RTW), and transfer orders (TO), scheduling incoming shipments and updating customers on delivery timelines.
- Processed customer orders received via email for Poltrona Frau and Magic Planet, collaborating with the warehouse to ensure timely picking and dispatching.
- Verified and maintained up-to-date shipment statuses in the Warehouse Management System (WMS), ensuring compliance with customs declarations.
- Managed daily order tracking and provided senior management with detailed shipment updates for inbound and outbound deliveries.
- Delivered Goods Received Note (GRN) updates to customers for inbound, RTW, and TO, addressing any discrepancies.
- Ensured timely and efficient delivery of store orders, last-mile deliveries, and special express shipments.
- Scheduled daily store orders and warehouse collections based on customer requests and operational capacity.
- Prepared commercial invoices and packing lists, coordinating with the customs team for Bill of Entry (BOE) and prepared gate passes.
- Reported unfulfilled SKUs in daily orders, working with various departments to ensure customer requirements were met.
- Participated in internal meetings to address customer concerns and contribute to continuous process improvements.

### CONTRACT LOGISTICS ADMIN SPECIALIST

Kuehne Nagel, Dubai | Dec 2023 – May 2024

- Strategized, coordinated, and managed Client Bombardier, Honeywell, Rolls Royce, handling serviceable and unserviceable parts, as well as critical and AOG (Aircraft on Ground) orders.
- Processed customer orders via email, dispatched invoices/documents to the warehouse for fulfillment.
- Coordinated with shipment teams to prepare Bills of Entry (BOE) and arranged timely collection.
- Managed preparation and submission of Exit/Entry certificates, maintained export records and Exit documentation.
- Updated SAP with inbound/outbound shipment statuses, confirmed order availability with the warehouse, and provided timely updates to customers.
- Delivered effective account management, providing courteous service and resolving AOG inquiries within set guidelines.
- Collaborated with warehouse and carriers to expedite or trace delayed shipments, ensuring prompt resolution.
- Verified data accuracy in the WMS, ensuring compliance with customs, including unit prices, HS codes, and weight details.
- Managed routine orders, ensuring customer satisfaction by meeting delivery timelines and service quality standards.
- Assisted in preparing customs documents, including certificates of origin, and coordinated inspections to meet customer needs.

## CONTACT DETAILS

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## HARD SKILLS

- Customer Service Management
- Order Processing
- Record Keeping
- Reporting and Analysis
- Customer Relationship management
- Schedule and Time management
- Office Organization and Filing
- Office Administration Management
- Workflow Optimization
- Travel Coordination Skills
- Proficient in MS Excel, MS Word, Tally
- Data Entry and reporting
- Supply Chain Management
- Inventory Management
- Warehouse Management & Optimization
- VAT Filing & Compliance
- Accounts Payable and Receivables
- Bank Reconciliation

## SOFT SKILLS

- Quick Learner Adaptability
- Effective Communication Skills
- Strong Time Management
- Self-Discipline in Work
- Self-Motivated Drive
- Legal Knowledge Application
- Problem-Solving Proficiency
- Work Under Pressure
- Teamwork and collaboration
- Multi-Tasking
- Attention to Detail

## AREAS OF EXPERTISE

- Customer Service
- Logistics Coordination
- Inventory Management
- Office Administration
- Supply Chain Management
- Compliance & Documentation

ADDITIONAL CERTIFICATIONS

- **DIPLOMA IN ACCOUNTING WITH ERP 9** | ATI, CALICUT, KERALA, INDIA | 2010
- **Diploma in Office Automation with MS Word, MS Excel** | BSS, Calicut, Kerala, India. | 2000

DIGITAL SKILLS

- SAP, CIEL, EDMS
- MS Office (Word, Excel, PowerPoint)
- Internet Applications (Windows OS)
- Microsoft Teams
- Microsoft Outlook
- Tally ERP (9, Prime 2.0, 3.0)

LANGUAGES KNOWN

- English
- Hindi
- Malayalam
- Tamil

ADDITIONAL DETAILS

- **Nationality:** Indian
- **Marital Status:** Married
- **Passport Number:** Passport No: V2007260 (Expiry Date :10/10/ 2033)

OFFICE ADMIN CUM ACCOUNTANT

Bas Marine Tech Engines Repairing and Maintenance, Dubai | Mar 2020 Dec 2023

- Provided comprehensive administrative and clerical support, handling calls, mails, ensuring smooth office operations, and efficient workflows.
- Managed office supplies inventory and placed orders as necessary, scheduled appointments, meeting and managed records.
- Coordinated field staffs and assigning task, prepared detailed job reports to evaluate status and performance, identifying areas for improvement.
- Maintained strong relationships with customers and vendors, upholding company professionalism.
- Managed the preparation and issuance of invoices and quotes, handling client transactions with precision.
- Maintained accurate financial records, overseeing accounts payable, receivable, and conducting bank reconciliations.
- Prepared and filed VAT returns regularly, ensuring compliance with local tax regulations.
- Managed payroll and employee benefits for over 15 employees, resolving related issues.
- Scheduled annual leave, calculated leave salaries, and ensured end-of-service benefits.
- Assisted the audit team by preparing financial statements and ensuring precise documentation.
- Ensured timely collection of receivables and proper management of payables.
- Allocated expenses across departments, handled petty cash transactions, and maintained accurate bookkeeping records.

ASSISTANT ACCOUNTANT

Crescent Marine Trading LLC, Dubai | Sept 2019 – Feb 2020

- Maintained accurate financial records and ensured proper transaction documentation.
- Prepared and issued invoices and quotes to customers in a timely manner.
- Managed accounting books and kept financial systems up-to-date.
- Processed payroll for over 10 employees, handling their benefits efficiently.
- Conducted month-end and year-end close procedures, reconciling bank transactions accurately.
- Assisted the senior accountant in preparing financial statements and reports.
- Computed and filed VAT returns periodically to ensure compliance.
- Managed petty cash transactions and maintained accurate records.
- Followed up on outstanding payments to ensure timely collections.

SALES EXECUTIVE

Sterling Gases Ltd., Calicut, Kerala, India | Mar 2018 – Oct 2018

- Built and maintained strong customer relationships through meetings, calls, and continuous communication.
- Identified and developed new business opportunities, generating leads to expand customer base.
- Supervised the distribution network to ensure timely and accurate product delivery.
- Created and executed sales strategies to achieve and exceed targets.
- Resolved customer issues and complaints quickly to ensure high satisfaction.
- Managed daily sales activities and reported progress to senior management.
- Ensured timely collection of receivables to maintain cash flow.

OPERATIONS MANAGER

Karma Associates-Stockist Pappai Ice Cream, Kochi, Kerala | Apr 2016 – Feb 2018

- Managed operations to ensure efficiency, cost-effectiveness, and process execution.
- Built strong customer relationships, improving overall satisfaction.
- Coordinated team members, assigned responsibilities, and monitored performance.
- Analyzed workflow, implemented strategies to enhance performance, and meet targets.
- Supervised market activities, introduced new policies, and led promotional initiatives.
- Collaborated with board members on projects, managing budgets and scheduling expenditures.
- Optimized inventory management, reducing stockouts and improving product availability.
- Conducted team meetings to assess performance, set targets, and address issues.

JUNIOR ACCOUNTANT

Sterling Gases Ltd., Kerala, India | Oct 2012 – Apr 2016

- Prepared and issued quotes, invoices, and financial documents to customers.
- Maintained systematic records of financial transactions.
- Processed payroll, calculated taxes, and filed returns accurately.
- Updated accounts receivable and payable, generating periodic financial statements.
- Assisted senior accountant and audit team in financial statement preparation.
- Managed collection of receivables and cleared outstanding payables.
- Reconciled bank statements for accurate financial reporting.
- Maintained vehicle records, coordinating registration renewals and insurance updates.

ACADEMIC QUALIFICATIONS

BACHELOR DEGREE OF AVIATION MAINTENANCE SCIENCE

Alagappa University, Coimbatore, Tamil Nadu, India. 2006-2009

ITI DIPLOMA IN ELECTRONICS

CIET, Calicut, Kerala, India. 2002 - 2004