

MOHAMMED RAFAQ

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Dubai, United Arab Emirate



SUMMARY

Detail-oriented and efficient freight forwarder with hands-on experience in managing freight shipments, coordinating logistics operations, and maintaining compliance with customs regulations. Proven ability to handle end-to-end supply chain processes, including documentation, shipment tracking, and customer service. Adept at negotiating with carriers, resolving logistical challenges, and ensuring timely delivery of goods. Skilled in inventory control, shipment scheduling, and working in fast-paced environments.

TECHNICAL SKILLS

- Project Management
- Microsoft Office Suit
- Image Editing
- Social Media
- Report Writing
- Social Media Posting
- Computer Skills
- Tech-Savvy
- Creative and Resourceful

INTERPERSONAL SKILLS

- Communication
- Team Collaboration
- Customer Service
- Social Skills
- Project Support
- Meeting Coordination
- Presentation

LOGISTICS AND OPERATIONAL SKILLS

- Materials Preparation
- Project Coordination
- Scheduling
- Mail Distribution
- Attention to Detail

LANGUAGES

French: First Language

English: B2
Upper Intermediate (B2)

Tamil: A2
Elementary (A2)

Hindi: A2
Elementary (A2)

Malayalam: C2
Proficient (C2)

EDUCATION AND TRAINING

Logistics And Supply Chain Management

SCM Hub | Kakkanad | Jan 2024

BBA: Finance

Christ College Autonomous | Irinjalakuda | May 2023

High School Diploma

CSM CENTRAL SCHOOL | Vadanappally | Apr 2020

CERTIFICATIONS

- EF SET English certificate with C1 Advanced level.

EXPERIENCE

Operations Assistant

Dtrix Global Trading | Ajman, United Arab Emirates | Present.

- Managing documentation and record keeping.
- Coordinating with vendors, Customers, and internal team to streamline communication.
- Assisting with planning and tracking of shipment and deliveries.
- Coordinating with freight forwarders, customs, and transportation providers.
- Responding to client inquiries and resolving operational issues.
- Processing orders and follow upon their progress.
- Ensuring customer satisfaction by providing timely updates.

Logistics Coordinator

Sabelatrans shipping and logistics | Kochi | Feb 2024-Aug 2024

- Coordinated and processed freight shipments for clients, ensuring accuracy in documentation and timely delivery.
- Assisted with preparing and filing customs paperwork, ensuring compliance with international shipping regulations.
- Developed and executed communication strategies for 3 key projects, improving client engagement by 15%.
- Monitored shipment status and resolved logistical issues by liaising with carriers, customers, and internal teams.
- Communicated effectively with clients to provide shipment updates and manage expectations.
- Supported project managers in optimizing shipment routes to reduce transit times and minimize costs.
- Handled customer inquiries, providing exceptional service and resolving issues with shipment tracking and delivery.
- Conducted research on freight forwarding trends to improve internal processes and enhance customer service.
- Worked well in team environment, as well as independently.
- Shadowed staff and learned advanced work.
- Managed customer inquiries via email, phone calls, and live chat.
- Assisted in the organization of events such as conferences, seminars, and workshops.
- Identified needs of customers promptly and efficiently.
- Coordinated with overseas agents regarding documentation preparation and cargo tracking.
- Performed data entry duties such as updating shipment information into company systems.
- Created reports on freight costs, delivery timelines, invoices and other related information.

ACKNOWLEDGEMENT

I hereby attest that the information presented in this CV is accurate and truthful to the best of my knowledge and belief.