ABHILASH M

OPERATIONS & LOGISTICS PROFESSIONAL

CONTACT INFORMATION

📞 +971 52 587 5599

✉️ chamavilaabhi@gmail.com

🗺️ Al Butina, Sharjah, UAE

EDUCATION

MBA in Operations
- Kerala University

Bachelor of Commerce (B.Com)
- Kerala University

CERTIFICATION COURSE

- **Health and Safety –**
  - Cargo, Emirates Aviation College
- **Dangerous Goods Awareness**
- **Aviation Security Awareness**
- **Emirates SkyCargo Foundation (EMF) – One-time certification**
- **SkyCargo Special Load & Ramp Handling**
- **Dangerous Goods Handling (EKSC)**
- **SkyChain 3.0 Hub Operations One-time certification**
  - Emirates Aviation College

TRAINING ATTENDED

- Communication
- People Management
- Team Building
- Leadership

COMPUTER PROFICIENCY

MS Office	★ ★ ★ ★ ★
Basic Operation	★ ★ ★ ★ ★
Internet & Email	★ ★ ★ ★ ★

PROFESSIONAL SUMMARY

Experienced **Operations & Logistics Professional** with **19+ years** in **air cargo handling, customer service, and team management** across the UAE, Singapore, and India. Skilled in **cargo operations (IATA, GCAA), tracing & claims, warehouse coordination**, and **process optimization**. Proven ability to lead teams, ensure compliance, and deliver high-quality service in fast-paced environments.

SKILLS

Team Work | Work Ethic | Analytical skills | Leadership Quality

Decision-making | Time Management | Customer Service

Problem Solving Ability | Hardworking | Positive Attitude | Honesty

WORK EXPERIENCE

CARGO PARTNER EXECUTIVE| Sep 2022 – Aug 2025
BANGALORE INTERNATIONAL AIRPORT, INDIA

- Preparation and Execution of LCL/FCL products for Import/Export/cross trade shipments.
- Handling inquired of Import and Export shipments for Sea/Air
- Establishing and enforcing SOP compliance across departments.
- Negotiation and fixation of rates from cargo partners for Export
- Developing vendor evaluation criteria and managing cost-reduction negotiations.
- Preparing quarterly performance reports for senior management and stakeholders.
- Tracking performance data, analyzing key performance indicators (KPIs), and reporting on results to implement improvements and reduce costs

SENIOR CARGO OFFICER| Sept 2019 – Aug 2022
SHARJAH INTERNATIONAL AIRPORT, UAE

- Managed import/export cargo operations for multiple airline clients.
- Overseeing the entire process of cargo movement, from initial booking to final delivery, ensuring all logistical steps are followed efficientlyEnsured timely processing of airway bills, cargo manifests, and customs clearance.
- Reported discrepancies, cargo damages, and delay incidents to senior operations.
- Provided on-the-job training and performance evaluations to junior officers.
- Facilitating customs documentation and clearance, ensuring all operations comply with international shipping and safety regulations
- Acting as a liaison between customers, drivers, customs authorities, airlines, shipping lines, and other logistics partners.
- Customs clearance and document verification.
- Import delivery coordination with Cargo companies or internal Team
- Sending Quotation and coordinating with Clients.
- Managing Pre-alerts.

SENIOR EXECUTIVE | Dec 2018 – Aug 2019

DNATA – CUSTOMER RELATIONS & TRACING, AL MAKTOUM INTERNATIONAL AIRPORT, UAE

- Handled escalated tracing cases, misrouted cargo, and customer complaints.
- Liaised with airlines, warehouse, and tracing agents to resolve cargo delays.
- Improved customer satisfaction by maintaining consistent communication and updates.
- Supervising the loading, unloading, and proper handling of cargo at various points, including warehouses.
- Ability to manage multiple shipments and tasks simultaneously while maintaining attention to detail.
- Verifying, preparing, and processing all necessary shipping documents, such as LPOs, manifests, and clearance authorizations
- Daily monitoring of cargo shipments inventory.

CARGO OPERATIONS EXECUTIVE | Oct 2014 – Aug 2017

TRANSGUARD GROUP LLC (EMIRATES SKYCARGO), DUBAI INTERNATIONAL AIRPORT, UAE

- Supported Emirates SkyCargo in airside cargo operations and documentation.
- Supervised cargo loading/unloading per flight schedule and safety protocols.
- Maintained cargo inventory and processed irregular shipments.
- Coordinated with warehouse and freight forwarders to ensure timely delivery.
- Monitoring and segregation of PIL cargo shipments.
- Identifying and resolving operational issues, discrepancies, or customer complaints promptly to ensure smooth operations and client satisfaction

CORE COMPETENCIES

- Manage end-to-end **air cargo operations**, including import/export handling, ULD build-up/breakdown, and special cargo (DGR, VAL, AVI, PER).
- Ensure full compliance with **IATA, GCAA, and airport safety regulations** across all cargo activities.
- Coordinate **logistics and transportation schedules** for multi-modal freight movements.
- Oversee **warehouse operations**, inventory control, and cargo documentation with precision.
- Handle **customs clearance procedures** and prepare documentation for international shipments.
- Utilize industry platforms like **SkyChain, Calogi, WMS, and TMS** for real-time cargo tracking and operations.

DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars

ABHILASH M