

# MUEEN ZINDRAN

## IMPORT & CUSTOM CLEARANCE SUPERVISOR

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### EXPERIENCE

#### SUPERVISOR ( IMPORT AND CUSTOM CLEARANCE)

##### LANDMARK GROUP

06/2024 - 11/2024 Manama, Bahrain

Retail and Hospitality

- Handling all import and export customs clearance tasks until delivery.
- Checking ETA (Estimated Time of Arrival) with the shipping line.
- Coordinating with the shipping line for arrival notices and D/O (Delivery Order) releases.
- Follow up with the Dubai Landmark team to issue pre-alerts for initiating customs clearance and shipment planning to the warehouse.
- Informing the Dubai team to share revised documents in case of incorrect weight or description.
- Verifying the Bill of Lading (BL) status with the Dubai Landmark Group.
- Coordinating with the finance team to ensure timely D/O payment.
- Checking pre-alert details before proceeding with customs clearance.
- Informing labor and transporters for container bookings and making the necessary offloading arrangements.
- Maintaining an up-to-date import sheet and sending it to the manager every week.
- Handling costing and updating VAT in the system.
- weekly meetings with the manager to discuss ways to streamline process.

#### SUPERVISOR ( IMPORT AND EXPORT & CLEARANCE)

##### GFL CARGO & BAHRAIN SHIPPING LINE

08/2022 - 05/2024 Manama, Bahrain

NVOCC (Non-Vessel Operating Common Carrier) logistics company.

- Managed all import sea, road, and air shipments.
- Follow up with liners for Arrival Notices and Delivery Order (D/O) container forms.
- Coordinated with clients on amendments and payment-related issues.
- Arranging LCL console boxes from Jebel Ali to Bahrain.
- Communicated with clients and agents regarding shipment-related issues.
- Maintained daily import records in Excel.
- Handled all NVOCC import/export shipments and provided customer service.
- Sending discharge lists to carriers for processing.
- checking loadlists with carrier to ensure proper container loading on the designated vessel.
- Issued Delivery Orders after receiving payment and stamped Bills of Lading (BL).
- Arranged export shipments once containers were cleared from the customer's door.
- Checked container availability with the inventory team for export to other countries.
- Coordinated freight charges with the director and provided cost estimates to clients for export shipments.
- Sending pre-alerts documents to destination agent for import planning.
- Managed import demurrage charge sheets.
- Held weekly meetings with the director to provide import/export business profit reports.

#### PORT OPERATION OFFICER & TRANSHIPMENT

##### CMA CGM

04/2021 - 08/2022 Mumbai, India

Leading container shipping company.

- Prepared Port Call Reports for accurate tracking of single vessel operation details
- Coordinated with Ship Managers and agencies to provide accurate vessel updates, including load and discharge lists.
- Assisted Ship Managers in resolving discrepancies between XML files and terminal data.
- Communicated with terminal operators to request and share vessel load lists, discharge lists, and timesheets for port call reporting
- Participating in transshipment migration and learning processes for new countries.
- giving training and managing new employees work.
- Coordinating with the France BU and the ship manager.
- Received GEMS AWARDS for best performance of the year.

### SUMMARY

A strong and enthusiastic background in import/export operations and logistics has been cultivated through progressive roles in leading shipping and logistics companies. Committed to facilitating efficient processes and ensuring customer satisfaction, extensive experience in managing shipments and documentation is highlighted. Adaptability and strong communication skills have been demonstrated, along with a dedication to teamwork and operational excellence. Excitement about contributing to impactful logistics solutions is evident.

### KEY ACHIEVEMENTS



#### Your Achievement

**Best Team Player Award at Panalpina** – Recognized for outstanding teamwork during the France Import Migration project



#### Your Achievement

**GEMS Award at CMA CGM** – Best Performance of the Year.

### STRENGTHS



#### Communication & Adaptability

Strong communication skills and ability to learn quickly.



#### Teamwork & Resilience

Team player who can work under pressure.

### PERSONAL DETAILS



#### PERSONAL DETAILS

Date of Birth : 23rd July 1994  
Marital Status : Married

### LANGUAGES

#### English

Proficient



#### Hindi & Urdu

Native



### EDUCATION

#### BACHELOR OF COMMERCE

##### MUMBAI UNIVERSITY

2013 - 2015

#### DIPLOMA IN LOGISTICS & SUPPLY CHAIN

##### TIES GROUP OF INSTITUTE

2016

## EXPERIENCE

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### IMPORT EXECUTIVE

#### D.S.V PANALPINA

📅 11/2018 - 01/2020 📍 Mumbai, India

Global transport and logistics company.

- Handled all import pre-alerts and prepared import reports.
- Sent Arrival Notices and Delivery Orders to customers.
- Managed email communication and escalations for import issues.
- Reviewed import documents for accuracy, promptly informing the France BU team of any discrepancies in the Bill of Lading (BL) to ensure timely import processing.
- Followed up with liners regarding ETA and ATA for shipment.
- providing training to new joiners on import processes, systems, and documentation.

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### EXPORT & IMPORT EXECUTIVE

#### UNITED ARAB SHIPPING COMPANY

📅 11/2016 - 10/2018 📍 Mumbai, India

Leading shipping line offering liner and logistics services.

- Handled both import and export shipments, ensuring smooth coordination and timely processing.
- Coordinated with agencies regarding import/export documentation.
- Created import invoices and closed manifests for accurate shipment documentation.
- Managed export bookings and processed amendments to Bills of Lading.
- Provided dedicated service to VIP clients, including Reliance customer accounts.
- Sent weekly reports to the team leader to track performance and progress.
- Acted as a backup for colleagues on leave, ensuring continuity of operations.
- Learned and applied export booking processes and vessel operation procedures to enhance workflow efficiency.