



Shahin S

Undergraduate in Bachelor of Business Administration.

Dedicated and results-driven professional with over 2 years of experience in logistics operations and customer service management. Skilled in supply chain coordination, inventory control, and resolving customer concerns efficiently. Proven ability to manage logistics processes end-to-end and ensure customer satisfaction in fast-paced environments. Strong communication, problem-solving, and organizational skills.

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📍 Dubai, UAE

WORK EXPERIENCE

Logistics Executive

AIR INDIA SATS Airport Services Pvt. Ltd.

01/2023 - 01/2025

Kerala, India

Achievements/Tasks

- Coordinate and monitor supply chain operations ensuring timely and accurate delivery.
- Manage import/export documentation including invoices, packing lists, and bills of lading.
- Liaise with freight forwarders and carriers for smooth transit and customs clearance.
- Maintain a log of manual revisions and ensure obsolete documents are removed from circulation.

Customer Service Executive

AIR INDIA SATS Airport Service Pvt. Ltd.

01/2023 - 12/2025

Achievements/Tasks

- Resolved customer concerns with professionalism and empathy
- Responded to customer inquiries via phone, email, and live chat, maintaining a high satisfaction rating.
- Ensured office supplies and inventory were maintained efficiently.
- Updated customer accounts and maintained accurate CRM records.

EDUCATION

BBA Airline and Airport Management

Bharathiyar University

01/2019 - 12/2021

Courses

- The operational processes of airports, including terminal operations, airside and landside management, security, and regulatory compliance.
- Developed excellent customer service skills, focusing on personalized attention for passengers requiring special assistance.

SKILLS

Shipment Tracking & Documentation

Customer Relationship Management

Inventory & Warehouse Management

Logistics & Supply Chain Management

Communication & Interpersonal Skills

MS Office Suite (Word, Excel, PowerPoint, Outlook)

Problem Solving & Complaint Resolution

Document Handling & Filing Systems

ACHIEVEMENTS

Awarded for Achieving Best Clearance Times in Aviation Logistics

Reduced international customs delays by 40%, earning recognition from the operations lead.

CERTIFICATES

Personal Development Skills – STED Council

Trained in communication, time management, and teamwork.

First Aid & CPR Certification

Basic life-saving skills, CPR, how to handle choking, and how to assist in medical emergencies.

IATA Foundation in Travel and Tourism

Covered air cargo procedures, airline operations, and international travel regulations applicable to logistics and ground operations.

LANGUAGES

English

Full Professional Proficiency

Arabic

Limited Working Proficiency

Hindi

Professional Working Proficiency

Malayalam

Native or Bilingual Proficiency