

SHAHEEN AFRIDI

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SUMMARY

Experienced Operations Manager with a proven ability to streamline departmental efficiency, boost productivity, and cut costs. Proficient in managing risks across operations, supply chain, and logistics. Aligns operational efforts with strategic business objectives. Dedicated to maintaining high-quality standards and leading teams to operational excellence.

WORK EXPERIENCE

Executive Operation

Karachi International Container Terminal Limited (HPH GROUP) 2024 – Current

Responsibilities:

- Customer Satisfaction:** Evaluate and resolve customer complaints to ensure service satisfaction.
- Cargo Management:** Maintain detailed records of all cargo movements, including vessel information, origin, destination, contents, and weight.
- Staff Oversight:** Oversee staff activities, ensuring efficient task performance and managing employee performance through regular appraisals and feedback.
- Operational Improvement:** Develop strategies to improve efficiency, reduce costs, and enhance terminal operations.
- Safety Compliance:** Establish and enforce safety procedures to maintain compliance with federal and state regulations, especially when handling equipment and hazardous materials.

Sr. Customer Services and Logistics Officers KICT

2018 - 2023

Karachi International Container Terminal

Responsibilities:

- Billing Reconciliation:** Reconcile billings with the accounts received ledger.
- Metrics Monitoring:** Monitor the billing metrics database.
- Process Improvement:** Identify opportunities for simplification and automation.
- Compliance Management:** Ensure compliance with control objectives.
- Performance Metrics:** Utilize metrics to improve performance and efficiency.

Skills:

- Excellent communication and interpersonal skills
- Problem-solving and analytical skills
- Customer-oriented approach
- Knowledge of laws, regulations, and ISO requirements

Shipping Supervisor

2011 - 2018

Karachi International Container Terminal

Responsibilities:

- Shipment Coordination:** Schedule and coordinate shipments, ensuring timely dispatch.
- Communication:** Liaise with customers, carriers, and freight companies to ensure smooth shipping services.
- Shipment Tracking:** Monitor and track shipment status throughout the process.
- Record Maintenance:** Maintain and update records of shipping costs, inventory, and delivery times.
- Process Improvement:** Develop and implement processes to improve efficiency and safety in the shipping department.

Warehouse Supervisor

2008 - 2011

Karachi International Container Terminal

Responsibilities:

- Shipment Coordination:** Schedule and coordinate shipments for timely dispatch.
- Communication:** Liaise with customers, carriers, and freight companies to ensure smooth shipping services
- Record Maintenance:**Maintain and update records of shipping costs, inventory, and delivery times.
- Process Improvement:**Develop and implement processes to enhance efficiency and safety in the shipping department



KEY ACHIEVEMENTS

Your Achievement

Excellent Communication and Interpersonal Skills: Demonstrated through effective collaboration and clear, persuasive communication with diverse teams and stakeholders.

Caring, Empathetic, and Respectful Attitude: Consistently shown in interactions with colleagues and clients, fostering a positive and supportive work environment.

Ability to Work Independently and as Part of a Team: Proven by successfully managing solo projects and contributing to team efforts, ensuring seamless project execution.

Flexibility and Adaptability to Changing Situations and Needs: Exhibited by quickly adjusting to new challenges and requirements, maintaining productivity and efficiency.

EDUCATION

Degree and Field of Study

INTERMEDIATE (SCIENCE)

SOFTWARE

NAVIS SPARC · NAVIS EXPRESS ·
NGEN (NEXT GENERATION) ·
LDP PROJECT COORDINATOR

SKILLS

MS Word · MS Excel · MS PowerPoint ·
MS Outlook

LANGUAGES

English	Intermediate	● ● ● ● ●
Urdu	Native	● ● ● ● ●

WORK EXPERIENCE

Yard In-Charge

2005 - 2008

[Karachi international Container Terminal](#)

Responsibilities:

- **Customer and Agency Coordination:** Facilitate communication with Customers, Pakistan Customs, Anti-Narcotics Forces, and other government agencies.
- **Cargo Handling:** Ensure efficient handling and organization
- **Labor Supervision:** Supervise labor for optimal cargo arrangement.
- **Yard Management:** Be responsible and accountable for all yard activities
- **Reporting:** Report to senior management on yard-related matters.

Firefighter

2003 - 2005

[Pakistan Navy Dockyard Karachi](#)

Responsibilities:

- **Emergency Response:** Protect citizens during emergencies.
- **Firefighting:** Extinguish fires to prevent damage.
- **Preventive Measures:** Conduct surveys and inspections for hazards.
- **Education and Training:** Prepare citizens by developing and conducting educational programs.