



# MOHAMMED YAKOOB

Export & Import Documentation & Customer Service Executive

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## PROFILE

## SUMMARY

Detailed-oriented logistics professional with 1 year of experience in export-import documentation, freight forwarding coordination, and customs clearance. Skilled in preparing shipping documents, tracking shipments, and ensuring compliance with international trade regulations. Proficient in MS Office and Advanced Excel, with strong communication and customer service skills. Known for accuracy, timely delivery, and effective collaboration with cross-functional teams. Seeking to contribute expertise to a dynamic logistics or supply chain organization in the UAE.

## PROFESSIONAL SKILLS

- Export & Import Documentation
- Effective Communication Skills
- Shipment Tracking & Coordination
- Team Collaboration & Adaptability
- Time Management & Problem-Solving Skills
- Bill of Lading & Commercial Invoice Preparation
- End-to-End Logistics Operation

## WORK EXPERIENCE

Export - Import Documentation & Customer Service Executive

*Jeevan shipping & Logistics Pvt Ltd / Chennai, India | July 2024 – Aug 2025*

- Handled full export and import activities, including preparing paperwork and following up until shipment delivery, while ensuring everything complied with customs regulations.
- Prepared and verified export and import documentation including Bill of Lading, Invoice, Packing List, Bill of Entry and Shipping Bill in compliance with customs and client requirements.
- Worked closely with freight forwarders, shipping lines, and transport teams to move cargo on time.
- Used the ODEX portal for daily tasks like VGM submission, SI filing, and tracking documents.
- Kept an eye on shipment status, fixed transit issues quickly, and updated clients without delays.
- Built and maintained strong client relationships through proactive communication, ensuring high customer satisfaction and repeat business.

<b>EDUCATION</b>	<p><b>Master of Business Administration – Logistics &amp; Shipping</b> <b>Veltech University, Tamil Nadu, India</b></p>
	<p>Graduated: 2024   CGPA: 8.04</p>
	<p><b>Bachelor of English</b> <b>Jamal Mohamed College, Tamil Nadu, India</b></p>
	<p>Graduated: 2022   CGPA: 8.00</p>
<b>TECHNICAL SKILLS</b>	<ul style="list-style-type: none"><li>• MS Office Suite (Word, Excel, Outlook, PowerPoint)</li><li>• Google Workspace (Sheets, Docs, Drive)</li><li>• ODEX Portal Operations</li><li>• Advanced Excel (Pivot Tables, VLOOKUP, Data Validation, Formulas)</li></ul>
<b>CERTIFICATIONS</b>	<ul style="list-style-type: none"><li>• MS Office Suite and Advanced Excel Training - SRM Infotech</li><li>• Customer Relationship Management (CRM) - NPTEL</li></ul>
<b>PROJECTS</b>	<p><b>Research Paper</b></p>
	<p>Exploring the Role of Network Marketing in the Business Development : An Analysis of Managerial Perspectives</p>
	<p><b>Project</b></p>
	<p>A Study on Challenges Faced by Freight Forwarders in their Operations</p>
<b>ADDITIONAL INFORMATION</b>	<ul style="list-style-type: none"><li>• Languages: Tamil (Native), English (Fluent)</li><li>• Visa Status: Visit Visa</li><li>• Work Availability: Immediate joiner &amp; Open to relocation or travel across regions</li><li>• Professional Interest: Export &amp; Import Documentation, Freight forwarding, Logistics Coordination &amp; Customer Service</li><li>• Nationality: Indian</li></ul>