



MOHAMED ASIF ANSARI

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PROFILE

Supply Chain Management Graduate with 12 years of Freight Forwarding and Liner experience, looking for new opportunities to develop, bring value to the organization and take up the challenges for every changing environment.

Key capabilities

- **Comprehensive Freight Knowledge:** Strong understanding of Ocean and Air Freight operations, including best practices and market trends.
- **Customer Relationship Management:** Experienced in front-end customer interaction, providing seamless service in the Freight Forwarding and Liner sectors, ensuring client satisfaction and retention.
- **Supply Chain Coordination:** Coordinated with vendors, suppliers, and internal teams to ensure seamless flow of goods and information across the supply chain.
- **Performance Metrics & Reporting:** Developed and tracked key performance indicators (KPIs) to assess team performance, customer satisfaction, order accuracy, and delivery timelines. Provided regular reports to senior management.
- **Process Improvement:** Identified areas for operational improvement and implemented new procedures to optimize supply chain processes, enhance efficiency, and reduce costs.
- **Problem-Solving & Issue Resolution:** Led the resolution of customer complaints, order discrepancies, delivery delays, and other supply chain issues, ensuring prompt and effective solutions.
- **Trade Compliance & Customs Expertise:** In-depth knowledge of general operational trade compliance and customs regulations to ensure adherence to legal and industry standards.
- **Effective Communication:** Excellent verbal and written communication skills in English, with the ability to clearly convey complex information to diverse audiences.

EXPERIENCE

2022- Present



AEROTRANS GLOBAL FORWARDING

Assistant Manager
Customer Service & Operations (India & USA)

Customer Service & Logistics Coordinator

- Managed ocean and air shipments, fostering strong customer relationships to ensure seamless export and import operations.
- Negotiated competitive rates with shipping lines and secured bookings to optimize transportation costs.
- Provided timely cargo tracking updates to customers, ensuring on-time delivery and maintaining high service standards.
- Acted as the primary contact for key clients, managing expectations and providing updates on shipment status.
- Optimized shipping routes and processes to control costs and improve delivery timelines.

- Ensured compliance with customs regulations and international trade standards, overseeing the preparation of shipping documents.
- Built strong relationships with carriers, suppliers, and third-party logistics providers to secure the best rates and reliable service.
- Led resolution of complex shipping issues, including delays and damaged shipments, working closely with stakeholders.
- Identified and mitigated potential risks in logistics operations, contributing to continuous improvement initiatives.

International Transportation Operations Coordinator – USA

- Managed international transportation operations for the USA, overseeing export and import shipments.
- Coordinated AMS and ISF filings, ensuring timely and accurate submission.
- Maintained customer relationships, proactively addressing shipment status and resolving issues.
- Secured competitive rates for inland transportation and issued work orders to vendors for smooth execution.
- Scheduled delivery and pick-up appointments to optimize operational efficiency and meet customer expectations.

2019- 2022

DHL Global Forwarding, Chennai – Senior Process Associate

- Worked with the AIRBUS team, managing the creation of shipments and generating Air Waybills (AWBs).
- Efficiently handled Aircraft on Ground (AOG) shipments, demonstrating quick adaptability to 24/7 conditions with stringent turnaround times (TAT) and service level agreements (SLAs).
- Conducted weekly client calls to discuss progress and address any issues.
- Performed problem-solving and root cause analysis to resolve shipment-related challenges.

2015-2018

Maersk Global Service Center – Senior Associate - Inland Operations (Coordinator)

- Managed dispatch work orders for truck and rail ensuring timely execution without delays.
- Planned and tracked container movements, optimizing routing for efficiency and effectiveness on a daily basis.
- Ensured time-sensitive cargo reached its destination within established terms, providing direction and guidance to contract drivers.
- Communicated daily with customers, contract drivers, terminal personnel, and internal service representatives to coordinate, troubleshoot, and resolve issues.
- Coordinated and resolved problems related to pick-ups and deliveries in collaboration with contract drivers, partner carriers, rail operators, and port operators.

EDUCATION

2012	Master Of International Business G.R.D College of Science, Coimbatore
2010	Bachelor of Computer Science Hindustan College of Arts & Science,

SKILLS

- Time **Management**: Expertise in managing and prioritizing tasks to meet deadlines and drive efficiency.
- Cost **Optimization**: Demonstrated ability to reduce operational costs while maintaining service quality.
- Operations **Management**: Strong background in overseeing day-to-day operations and improving workflows in logistics and shipping.
- Customer **Relationship Management**: Skilled in fostering strong, long-term relationships with clients to enhance customer satisfaction.
- Client **Rapport Building**: Proficient in establishing trust and positive interactions with clients, ensuring retention and satisfaction.
- Adaptability: Agile in adjusting to rapidly changing environments, with the ability to stay ahead of industry trends

PERSONAL DETAILS

Nationality: India

Marital Status: Married

Passport Number: K0406560

Language Known: English, Hindi, Tamil and Urdu