



# MUHAMMED ANAS NAJEEB

## LOGISTICS COORDINATOR

Mecca building Al Muqta -1 Emirate of Ummul Quwain

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### PROFESSIONAL SUMMARY

Dedicated and versatile professional with over 3 years of experience in logistics coordination, food & beverage service, and front desk operations. Skilled in managing guest services, coordinating logistics, and delivering exceptional customer support in hospitality settings. Adept at addressing guest inquiries, handling complaints, and ensuring seamless service delivery. Demonstrated ability to collaborate effectively with cross-functional teams, meet deadlines, and maintain high standards of service excellence. Proficient in multitasking, problem-solving, and creating positive experiences in fast-paced environments. Strong communication and organizational skills, with commitment to continuous learning and development.

### SKILLS

- Creativity
- Adaptability
- Critical Thinking
- Problem Solving
- Attention to Detail
- Teamwork Skills
- Organization skills
- Detail Oriented
- Customer Focus
- Communication Skills
- Time Management

### WORK HISTORY

#### LOGISTICS COORDINATOR, Apr 2024 – Oct 2024 SATS AIR FREIGHT TERMINAL, SINGAPORE

##### KEY RESPONSIBILITIES

- Coordinate timely and accurate shipments
- Coordinated logistics operations, ensuring timely handling and movement of goods and passengers.
- Documentation: Preparing, controlling, and distributing necessary export and import documents, ensuring compliance with regulations.
- Customs Clearance: Aligning with customs partners to ensure shipments are cleared according to local laws.
- Tracking and Monitoring: Tracking shipments to provide proactive updates to customers and address potential disruptions.
- Customer Service: Providing excellent customer service, promptly addressing inquiries, and resolving issues related to shipments.
- Collaborated with cross-functional teams to streamline operations and improve efficiency.
- Managed scheduling, tracking, and documentation of logistics processes to support daily operations.

#### F&B SERVICE ASSOCIATE, 2023 OYSTER OPERA RESORT, KERALA, INDIA

##### KEY RESPONSIBILITIES

- Delivered high-quality food and beverage service, ensuring guest satisfaction and adherence to resort standards.

- Maintained cleanliness and organization of dining areas, ensuring a comfortable environment for guests.
- Coordinated with kitchen and bar staff to ensure accurate and timely order fulfillment.
- Addressed guest inquiries and resolved complaints promptly to maintain a positive dining experience.
- Processed guest orders and payments accurately, ensuring smooth service and efficient transaction handling.

**FRONT DESK OFFICER, 2022**  
**SAPTHA RESORT AND SPA, KERALA, INDIA**

**KEY RESPONSIBILITIES**

- Managed guest check-ins and check-outs, ensuring a smooth and efficient process.
- Handled guest inquiries and provided information on resort amenities and local attractions.
- Addressed and resolved guest complaints promptly to maintain a high level of satisfaction.
- Coordinated with housekeeping and maintenance teams to fulfill guest requests and ensure timely service.
- Maintained accurate guest records, including reservations, check-in/check-out details, and billing information.

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**AREAS OF EXPERTISE**

- Logistics Coordination
- Customer Service & Guest Relations
- Food & Beverage Service
- Front Desk Operations & Administration
- Inventory Management & Supply Chain Optimization
- Guest Experience Management
- Event Coordination & Management
- Quality Assurance & Service Standards

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**EDUCATION**

**BACHELOR OF BUSINESS ADMINISTRATION IN TRAVEL AND TOURISM | 2020 – 2023**  
Kannur University

**DIPLOMA IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT | 2024**  
STEI Institute, Singapore

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**COMPUTER PROFICIENCY**

- MS Word package
- Basic Operation
- Internet & E-Mail

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**LANGUAGES KNOWN**

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|-------------|--------------------------|
| • English   | : Proficient/Fluent (C2) |
| • Hindi     | : Proficient/Fluent (C2) |
| • Malayalam | : Native                 |
| • Tamil     | : Proficient/Fluent (B1) |

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user

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**REFERENCE**

- Available upon request