

## PROFESSIONAL SUMMARY

Experienced in customs processes, freight forwarding and cargo management. Analytical problem-solver with skills in communication and critical thinking. Partners professionally with customers, vendors and government regulators to deliver shipments to destinations. Takes on challenging new role harnessing interpersonal skills, collaboration and problem-solving. Driven to deliver high-quality service and consistent results.

## WORK HISTORY

### PRICING AND DOCUMENTATION, 02/2023 - Current

MMS TRANSPORT LLC, UAE

- Handled documentation related to export/import shipments, viewing the entire customs clearance process
- Coordinate with Shipper, CHA, Freight Forwarders, and Shipping lines for the status of the shipment
- Timely submission of SI, VGM & other documents
- Preparing Entire Export/Import Documentation (Pre & Post Documents) preparing a commercial invoice, Packing List, Certificate of Origin, LC documents, etc
- Coordinating with the accounts team in order to generate Invoices
- Coordinating with the shipping line in order to track and trace the cargo
- Provided export clearance for shipments based on country requirements
- Preparing daily status reports of export/import shipments on a daily basis
- Accurate quoting and timely billing of shipments
- Actively manage booking updates and bill of ladings with carriers and customers to ensure they are accurately updated to eliminate any potential customs issues
- Maintain SharePoint documents linked to proper location (rates, cost changes, forwarders reports, general info)
- Maintain strong relationships with vendors (shipping lines, airlines, international agents, trucking companies, other logistics companies) to obtain updated pricing and freight info
- Coordinate with internal teams including Sales, Operations, and Finance, as well as vendors to source pricing and freight information
- Align with the sales team to source prices, assist with quotations and respond to opportunities by sourcing pricing and providing deal coordination support.

### PRICING AND DOCUMENTATION, 10/2021 - 12/2022

MIRAGE CARGO SERVICES LLC, UAE

- Monitor shipments to ensure they remained on track to be delivered on time and at the right location
- Finish any necessary custom documents to prevent time-sensitive shipments from getting delayed
- Handling LCL console
- Generating CBM
- Negotiating with agents.

### L.C.L CONSOLIDATOR, 09/2021 - 10/2021

LFG CONNECTION LOGISTICS SERVICES LLC, UAE

- Develop and maintain relationships with customers and clients.
- Follow up on customer communications in a timely and professional manner.
- Responsible for establishing and managing relationships with customers in need of the firm's freight transportation services.
- Assist in securing new business.
- Negotiate with the accounts as per price guidelines given, looking to maximize profits.
- Take ownership of customer issues and follow-through till resolution.
- Follow up and monitoring customer outstanding payment.
- Contact NVOCC and shipping lines to get rates.



Dubai, United Arab Emirates



+971564960463



renu.indoriya8@gmail.com



<https://www.linkedin.com/in/renuindoriya14>

## SKILLS

- Detail-Oriented
- Organization
- Problem Solving
- Customer Service
- Interpersonal Communication
- Leadership
- Supply Chain Management
- Time Management
- Critical Thinking
- International Trade
- Logistics Expertise
- Computer Skills
- Communication
- Good Geographical Knowledge

## PERSONAL DETAILS

Nationality: INDIAN

## **SALES AND DOCUMENTATION, 08/2019 - 09/2021**

OCEANVIEW LOGISTICS PRIVATE LIMITED, INDIA

- Develop new customers to generate additional revenue
- Achieve individual sales target
- Establish and maintain Sales Development strategy
- Develop sales plans including on your territory with distribution channels
- Collect & analyze market intelligences in accordance with the company anti-trust policy and guidelines
- Utilize sales data and market information to identify sales opportunities in accordance with the company anti-trust policy and guidelines
- Actively share market intelligences and sales opportunities with team members in accordance with the company anti-trust policy and guidelines.

## **ASSISTANT HEAD CHEF, 03/2018 - 08/2019**

JUBILIANT FOODWORKS, INDIA

- Controlling and directing the food preparation process and any other relative activities
- Construct menus with new or existing culinary creations ensuring the variety and quality of the servings
- Approve and "polish" dishes before they reach the customer
- Plan orders of equipment or ingredients according to identified shortages
- Be fully in charge of hiring, managing and training kitchen staff.

## **INDUSTRIAL TRAINEE, 01/2017 - 03/2018**

HILTON HOTEL, INDIA

- Helping in the preparation of dishes
- Simple kitchen tasks: peeling, storing, cleaning, preparing
- Learning how to present dishes
- Making sure that dishes are always clean
- Receiving and storing provisions
- Sorting and cleaning the kitchen surface.

## **EDUCATION**

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### **DIPLOMA IN BAKERY & CONFECTIONERY, 01/2021**

NATIONAL INSTITUTE OF OPEN SCHOOLING

### **DIPLOMA IN FOOD PRODUCTION AND MANAGEMENT, 01/2017**

ASHOKA INSTITUTE OF HOSPITALITY & TOURISM MANAGEMENT

### **Senior Secondary, 01/2009**

JOSE MARTI SENIOR SECONDARY SCHOOL

## **LANGUAGES**

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English

B1

Hindi

B1

Intermediate

Intermediate