



HARISH A

PROFESSIONAL SUMMARY

An enthusiastic, skilled, and reliable professional seeking to work in an environment that offers both challenges and opportunities for growth. Eager to contribute to the continued success of an organization while applying my skills and experience in a dynamic industry. Look forward to joining a company that values quality products and services and provides opportunities to meet and exceed goals.

WORK HISTORY

Customer Service Representative. June 2024- October 2024
Expeditors, Dubai.

Responsibilities:

- Planned, organized, and managed the Client Majid Al Futtaim deals brand Poltrona Frau, Magic Planet, HOME, Alessi, and Ski Dubai, ensuring effective client relations and operational efficiency.
- Handled inbound, return-to-warehouse (RTW) processes, and transfer orders (TO) by planning and scheduling incoming shipments, coordinating with warehouse operations, and updating customers on schedules.
- Processed customer orders received via email for Poltrona Frau and Magic Planet, coordinating with the warehouse for picking and dispatching orders promptly.
- Maintained up-to-date inbound and outbound shipment statuses by verifying availability with the warehouse and communicating updates to customers.
- Accurately updated data in the Warehouse Management System (WMS) and ensured compliance with customs declarations, including unit price, currency, HS code, and weight details.
- Managed daily order tracking and reporting for inbound and outbound shipments, providing senior management with comprehensive updates.
- Provided customers with Goods Received Note (GRN) updates for inbound, RTW, and TO, detailing any discrepancies identified.
- Ensured timely and efficient delivery of customer requirements, including daily store orders, last-mile delivery (LMD) orders, and special express deliveries.
- Scheduled daily store orders and warehouse collections based on customer requests and operational capacity.
- Prepared commercial invoices and packing lists, coordinating with the customs team for Bill of Entry (BOE) preparation and gate passes for daily dispatch planning.
- Reported unfulfilled SKUs in daily orders and coordinated with various departments to ensure fulfillment of customer requirements.
- Participated in regular internal meetings to address customer concerns and contribute to continuous process improvement.

CONTACT

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SKILLS

- Supply chain Management
- Inventory Management
- Ware House Management and Optimization
- Proficiency in WMS (Warehouse Management System).
- Order Fulfillment Efficiency
- Attention to detail
- Time management
- Verbal and Written Communication
- Problem Solving
- Customer Service skills
- Interpersonal Skill
- Adaptability and flexibility.
- Database Management.
- Accounts Management
- VAT Filing & Compliance.
- Accounts Payable and Receivables
- Bank Reconciliation
- Payroll Administration

COMPUTER PROFICIENCY

- SAP, CIEL, EDMS
- MS Office
- MS Word/Excel/PowerPoint
- Internet Applications Windows OS
- Microsoft Teams
- Microsoft Outlook
- Tally ERP 9, Prime 2.0,2.1, 3.0.

PASSPORT AND VISA DETAILS

- **Passport No :** V2007260
- **Expiry Date :** 10/10/ 2033
- **Visa:** Cancelled Visa.

LANGUAGES

English

Hindi

Tamil

Malayalam

Contract Logistics Admin Specialist

Dec 2023–May 2024

Kuehne Nagel, Dubai.

- Strategized, coordinated, and managed Client Bombardier, Honeywell, Rolls Royce, handling serviceable and unserviceable parts, as well as critical and AOG (Aircraft on Ground) orders.
- Processed customer orders received via email, managing the dispatch process by sending invoices and documents to the warehouse for order fulfillment.
- Communicated with the shipment team to prepare Bills of Entry (BOE) and coordinate order collection, ensuring timely processing.
- Managed the preparation of Exit/Entry certificates and liaised with customs for submission, maintaining records of export proof and Exit certificate submissions.
- Updated inbound and outbound shipment statuses in SAP, confirming order availability with the warehouse and providing timely updates to customers.
- Delivered strong account management by providing efficient, courteous service and resolving routine and AOG inquiries within established guidelines.
- Collaborated with warehouse and common carrier personnel to expedite or trace missing or delayed shipments, ensuring prompt resolution.
- Verified data accuracy in the Warehouse Management System (WMS), ensuring compliance with customs requirements, including unit prices, HS codes, and weight details.
- Managed routine orders, ensuring customer satisfaction by meeting delivery timelines and maintaining service quality standards.
- Assisted in the preparation of customs documents, including certificates of origin, and coordinated inspections to meet customer requirements.

Office Admin cum Accountant

March 2020–20th Dec 2023

Bas Marine Tech Engines Repairing and Maintenance, Dubai.

Responsibilities:

- Provided detailed administrative support to co-workers, ensuring smooth and efficient office operations.
- Coordinated field staff, assigned responsibilities, and monitored performance to ensure job completion.
- Prepared job reports to analyze status and performance, identifying areas for improvement.
- Fostered strong relationships with customers and vendors to maintain a professional company image.
- Collaborated with the purchase department to ensure timely procurement of materials.
- Prepared and issued invoices and quotes, managing client transactions effectively.
- Maintained accurate financial records, overseeing accounts payable, receivable, and bank reconciliations.
- Prepared and filed VAT returns periodically, ensuring compliance with tax regulations.
- Managed payroll and employee benefits for 15+ employees, resolving related issues promptly.
- Scheduled annual leave, calculated leave salaries, and ensured accurate end-of-service benefits.

- Assisted the audit team with the preparation of financial statements and accurate recording.
- Ensured the timely collection of receivables and proper handling of payables.
- Allocated expenses across departments and managed petty cash transactions and bookkeeping.

Assistant Accountant

Sept 2019–Feb 2020

Crescent Marine Trading LLC, Dubai.

Responsibilities:

- Maintained accurate financial records and ensured proper recording of all transactions to support the financial workflow.
- Prepared and issued invoices and quotes to customers, ensuring timely and accurate billing.
- Managed the accounting books and kept systems up-to-date with financial transactions.
- Processed payroll for 10+ employees and managed their benefits.
- Completed month-end and year-end close procedures, reconciling bank transactions and ensuring accuracy.
- Assisted the senior accountant in preparing periodical financial statements and reports.
- Computed and filed VAT returns periodically to ensure tax compliance.
- Managed petty cash transactions and maintained accurate bookkeeping records.
- Followed up on and recovered outstanding payments, ensuring timely receivables.

Sales Executive.

March 2018 - Oct 2018

Sterling Gases Ltd., Calicut, Kerala India.

- Built and maintained strong relationships with customers through personal meetings, phone calls, and ongoing communication.
- Identified and developed new business opportunities, generating leads to grow customer accounts.
- Managed and supervised the distribution network to ensure timely and accurate product delivery.
- Developed and executed sales plans to meet and exceed sales targets.
- Resolved customer problems and complaints promptly to ensure high satisfaction.
- Managed daily sales activities and reported progress to senior management.
- Ensured timely collection of receivables to maintain cash flow.

Operations Manager.

Apr 2016 – Feb 2018

Karma Associates-Stockist Pappai Ice cream, Kochi, Kerala, India

Responsibilities:

- Managed operations to ensure efficiency, cost-effectiveness, and the successful execution of all processes.
- Built and maintained strong customer relationships, resulting in improved satisfaction.
- Coordinated with team members, assigned responsibilities, and monitored performance to ensure productivity and quality standards.
- Analyzed workflow and implemented strategies to improve performance and meet targets.
- Supervised market activities, introduced new policies, and led promotional initiatives to drive business development.

- Collaborated with board members on upcoming projects, managing budgets, scheduling expenditures, and analyzing variances to implement corrective actions.
- Optimized inventory management, reducing stockouts and improving product availability.
- Conducted team meetings to assess performance, set targets, and address issues, ensuring continuous organizational improvement.

Junior Accountant

Oct 2012– Apr 2016

Sterling Gases Ltd., Kerala India.

Responsibilities:

- Prepared and issued quotes, invoices, and financial documents to customers.
- Maintained systematic records of day-to-day financial transactions.
- Processed payroll, calculated taxes, and filed returns periodically while maintaining accurate records.
- Updated accounts receivable and payable, providing periodic financial statements.
- Assisted the senior accountant and audit team with the preparation of financial statements.
- Managed the collection of receivables and cleared outstanding payables.
- Reconciled bank statements to ensure accurate financial reporting.
- Maintained vehicle records and coordinated with management for timely registration renewals, insurance updates, and maintenance.

EDUCATION

2006-2009

Bachelor Degree of Aviation Maintenance Science,
Alagappa University, Coimbatore, Tamil Nadu, India.

2002 - 2004

ITI Diploma in Electronics, CIET, Calicut, Kerala, India.

2000 - 2002

Plus Two, Govt. Model Higher Secondary School, Calicut University Campus, Kerala, India.

2000

10th standard, N.S.S. High School, Calicut, Kerala, India.

ADDITIONAL QUALIFICATION

2010

Diploma in Accounting with Erp 9, ATI, Calicut, Kerala, India
2000

Diploma in Office Automation with MS Word, MS Excel, BSS, Calicut, Kerala, India.

DECLARATION

I hereby declare that all the above details are true and correct to the best of my knowledge and belief.

Place: Dubai.

HARISH. A

Date: