



MOHAMMED SHIHAM

AGENT COORDINATOR

Mangaluru, India, Mangaluru

, 575001, India

09110681768

mshiham528@gmail.com

SKILLS

Management Skills

Leadership

Negotiation

Critical Thinking

Communication Skills

Adaptability

Strong interpersonal skills

LINK

LinkedIn:
www.linkedin.com/in/mohammed-s-hiham

INTERNSHIPS

● INTERN

THOMAS COOK (INDIA) LIMITED, BANGLORE
AUG 2023 - AUG 2023

Improved Organizational and Time Management Abilities by Handling Multiple Tasks and Deadlines. Supported Travel Agents in Planning, Booking, and Coordinating Travel Itineraries for Clients. Gained Understanding of the Travel Industry including Destinations, Transportation, and Accommodations.

● INTERN

AAI CARGO LOGISTICS & ALLIED SERVICES COMPANY LTD, MANGLORE
SEP 2023 - OCT 2023

Gained Understanding of Air Cargo Operations, Regulations and Industry Trends Developed Knowledge of Logistics and Supply Chain Management Principles, including Cargo Handling, Transportation, and Warehousing. Improving Communication and Coordination Skills.

PERSONAL DETAILS

● Date of birth
24/07/2001

● Nationality
Indian

● Marital status
single

ABOUT ME

The Bachelor of Business Administration in Logistics and Aviation program equipped me with a strong foundation in core business principles, specialized knowledge in supply chain management, and aviation operations. As a results-driven Agent Coordinator with logistics expertise, I successfully coordinated with agents to ensure timely and efficient deliveries, managed logistics, transportation, and warehousing operations, and provided excellent customer service while promptly resolving issues. Throughout my tenure, I consistently improved efficiency and accuracy in logistics operations, leveraging my skills and knowledge to drive success. I collaborated with cross-functional teams to achieve shared goals and objectives, fostering a culture of teamwork and open communication. By combining my academic foundation with practical experience, I developed a unique blend of technical expertise and business acumen.

WORK EXPERIENCE

● AGENT COORDINATOR | NOV 2023 - DEC 2024

EC CARGO PVT LTD, DELHI

- Led a team of 7 as Agent Coordinator, developing and executing strategic distribution plans, resulting in a 25% increase in loading/unloading efficiency and a 15% reduction in transit times through effective coordination and logistics management.
- Collaborated closely with operations, logistics, and customer service teams to drive distribution excellence, resulting in a 30% increase in team productivity and improved delivery performance.
- Identified and resolved logistical issues, such as delays, damages, or discrepancies.
- Accurately entered and maintained records of shipments, agents, and customers.
- Provided exceptional customer service, responding to inquiries and resolving issues promptly, resulting in a 25% increase in customer satisfaction ratings.
- Built and maintained strong relationships with agents, carriers, and other stakeholders, ensuring effective communication and collaboration to achieve shared goals.

● MANAGER | JAN 2019 - JAN 2021

TASTY ORIGINALS PVT LTD, MANGALURU

- Managed cash flow and inventory to support sales and distribution targets.
- Monitored financial transactions, optimized inventory levels, and collaborated with sales teams and logistics partners to ensure efficient operations.
- Analyzed data to identify trends, address challenges, and contribute to strategic growth initiatives.
- Developed and implemented effective inventory management strategies, resulting in a 20% reduction in inventory costs and a 15% improvement in stock availability.
- Optimized logistics operations, resulting in a 18% reduction in transportation costs.
- Enhanced relationships with suppliers, resulting in improved pricing and terms.

EDUCATION

● BACHELOR OF BUSINESS ADMINISTRATION | 2024

SRINIVAS UNIVERSITY, MANGALURU

- Under Graduate In Aviation & Logistics

● 12TH GRADE | 2019

KAVOOR GOVT COLLEGE, MANGALURU

● SSLC | 2017

MILAGRESE HIGH SCHOOL, MANGALURU

LANGUAGES

English

Hindi

Kannada

HOBIES

Hiking, Travelling, Geopolitics