



MOHAMED MANSOOR



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Abu Hail, Dubai, UAE.

SKILLS

- ✓ MS-Excel (Basic, Vlookup, Pivot Table, Conditional formatting... etc)
- ✓ Basic system and networking
- ✓ Cargo.
- ✓ Supply chain management
- ✓ Warehouse management
- ✓ Arabic Typing
- ✓ UAE Driving License (Light Vehicle)

OBJECTIVE

A highly stimulated and professional individual with over 8 years of experience in Operations Management. Hands on experience in managing, tracking shipments and providing customers support with advice and shipment alternatives. In depth knowledge of managing sensitive documentation.

WORK EXPERIENCE

Zajel Courier Services, Dubai, UAE



Customer Service and Operation Executive (August 2019 to February 2024)

- Answering the phone calls in a more professional manner and provide information about products and services as required by the callers.
- Responsible for taking or cancelling orders, and obtaining details of customer complaints.
- Assisting walk-in customers from the reception for the shipment deliveries, pickups and other related enquiries.
- Follow-up customers and their complaints; ensuring that customer's requests are attended to accordingly.
- Monitoring UTL and incomplete address shipments on a daily basis, keeping in touch with customers, and assist them to complete the deliveries.
- Oversaw the customer complaint tickets and facilitated the couriers for the same day fixes.
- Responsible for shipments collections and deliveries for GDRFA, Dubai Customs, SME, 3PL, Dubai Police, and other government initiatives.
- Preparing daily performance report against the pickups and deliveries and sending it to supervisors and managers.
- Manifesting International shipments imports and exports with various service providers and maintaining contact with them up until delivery is complete.
- Dispatching domestic and e-commerce shipments pickups to the courier and follow-up with them for same day collection.
- Verifying COD reports and monitoring couriers for the same day cash deposit to the accounts.
- Ensuring Proof of Deliveries updated in the system and notifying couriers for the missing POD to avoid the shipment wrong deliveries.
- Verifying the aging reports regularly for avoiding the delivery delay and customer complaints.
- Maintaining the daily inventory report and verifying inbound and outbound shipments records with MIS report.
- Coordinating with couriers for timely pick-up and delivery of the shipments.
- Preparing daily collection reports and verifying all the deliveries according the schedule.

EDUCATION

Master of Business Administration, (Projects Management)
Alagappa University, India.

PERSONAL PROFILE:

Date of Birth:
03/07/1990

Nationality:
Indian

Marital status:
Married

Languages proficiency:
English, Hindi, Malayalam, Tamil & Arabic.

Mother Tongue:
Tamil

Visa Status:
UAE Visit Visa valid till 30/6/2024

Ready for Joining:
Within 1 week.

DECLARATION

I consider myself familiar with Managerial, Marketing & Service aspects. I am also confident of my ability to work as a team. I hereby declare that the information above is true to the best of my knowledge.

- Preparing RTO shipments and ensuring on time delivery to the shipper.
- Daily follow-up with CS team for UTL shipments delivery updates.
- Prioritizing the verification of incorrect dispatches and allocations in the system.
- Routing shipments for various locations in UAE.
- Keeping eye on couriers' performance and motivate them to achieve more stops as possible.
- Clarification with customer according the courier's exception reports for address change or incorrect bookings prior to AWB cancellation if required.
- Being a point of contact to priority customers and resolving any issues that they have.
- Responding and do follow up with team for client communications or queries, Networking with business partners and customers.
- Providing technical customer support as necessary.
- Reporting system errors to the IT team and follow with them for immediate solutions.
- Responsible for timely updating of work-related metrics such as individual daily target, total processed applications, attendance, daily activities etc. in the record sheet provided by the supervisor.
- Supplying total assistance for the operation in accordance with the demands of the operation team.

Almaas Security and Safety LLC, Sharjah, UAE

Operation Coordinator (April 2015 – May 2019)

- Preparing daily schedule for maintenance and service teams according the customer and site requirements.
- Keep monitoring the customer complaints and follow-up with technicians for same day solutions.
- Coordination with the supplier for testing & commissioning and supply certificates preparation.
- Follow-up with maintenance team and technicians for arranging materials as per the site requirements.
- Maintaining records for company vehicle maintenance, Driver's handover & takeover, vehicle inspection, renewal of registration, etc.
- Responsible for maintaining the company's trading license, tenancy agreement, all official paperwork, and bill payment schedules.
- Attending Civil Defense inspections and following up with the client and maintenance team to fixing the complaints and re-inspection process.
- Providing assistance to the maintenance team for the site inspections, safety precautions, material purchasing and drawing modifications etc.