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Profile Summary & Objective

Supply Chain Expert with over 5 years of experience in logistics and warehouse management. Skilled in streamlining shipping processes, optimizing transport routes, and managing inventories. Proficient in using (WMS) for seamless operations. Proven leader in handling high-volume operations and steering teams toward success. Committed to delivering exceptional customer service. Seeking a challenging role to leverage these skills to drive operational success and client satisfaction.

Key Skills

- **Logistics Management:** Expert in overseeing the end-to-end process of shipping and distribution, ensuring timely and cost-effective delivery of goods and implementing strategic plans to optimize logistics operations.
- **High Volume Operations:** Managed multiple customers with a combined throughput of 10 million+ units per year, demonstrating exceptional capacity for managing high-volume operations for retail customers such as New Balance, Asics and Almana.
- **Transport Planning:** Proficient in route planning, capacity management and coordinating with transport providers to ensure smooth and timely delivery of goods.
- **Inventory Management:** Experienced in managing stock levels, inventory tracking systems. Expert in tracking stock aging and eliminating understock.
- **Management Reporting:** Preparing detailed reports for management, highlighting performance metrics, identifying areas of improvement, and making strategic recommendations.
- **WMS:** Proficient in using WMS to optimize warehouse operations, including inventory tracking, order fulfillment, and warehouse space management. Experienced in troubleshooting system issues.
- **Other Skills:** Project Management, Team Management, and Problem-Solving.

Achievements

- Implemented cost-cutting initiatives in 3PL logistics by streamlining routing and inventory management, resulting in a notable reduction in operational expenses and enhanced overall efficiency.
- Recognized as the "Employee of the Month" at GAC Dubai in November 2024, reflecting outstanding leadership qualities and contributions to the team. This award underscored a commitment to excellence and effective collaboration within the organization.

Professional Experience

Gulf Agency Company LLC, Dubai, UAE

Customer Service Administrator 08/2022-Present

- Efficiently processed export and import-related customs documents in strict compliance with relevant customs regulations.
- Played a pivotal role in generating (KPI) reports, meeting specific customer requirements.
- Prepared comprehensive documentation for Air, Road, and Sea shipments
- Managed the scheduling of imports/exports, collaborating with internal departments and effectively delegating work to optimize operational efficiency.
- Daily coordination with warehouse supervisors to address the status of each principal and adapt plans to accommodate changing demands.
- Served as the primary administrative contact for clients, fostering strong relationships and ensuring their needs were met effectively.
- Maintained and improved Key Performance Indicators (KPIs) and documented minutes of meetings for each customer, actively collaborating with clients to fulfill requested developments and changes promptly.
- Demonstrated in-depth knowledge of JAFZA customs and other regulatory procedures, ensuring compliance and efficiency in operations.

Delhivery Logistics Goa, INDIA

Service Account Manager

11/2021-06/2022

- Key account manager for 700+ clients across PAN India
- Provide sales and post-sales client service support/troubleshooting support through email/phone/chat to the client's b2c customers
- Handle client escalation and coordination point to resolve high profile and/or critical issues occurring between the client and stakeholders.
- Build effective business relationships with clients and develop an understanding of clients potential business needs and increase the business of the client.

Farhan Logistics, Goa, INDIA

Operations & Fleet Manager

12/2019-09/2021

- Ensure that all drivers understand and procure the licenses and permits they need to legally carry loads to customer destinations
- Offer guidance to contracted drivers on the best ways to maximize their earnings, while delivering a high level of customer service
- Attend to operations in the port such as clearing of cargo, cargo loading, inspect the lashing operation & keep the operations control room/base (office) updated of the departures/arrivals of vehicles.
- Monitor the vehicle movement & ensure that they arrive at the planned destinations according to the journey plans.
- Ensuring all partners in the supply chain are working effectively and efficiently to ensure smooth operations.

Projects

- **Successfully Participated in User Acceptance Testing:** Lead (UAT) with zero errors, ensuring successful go-live for Principal's Almana ahead of the deadline. Managed over 100+ test scenarios, including automation of Warehouse Management System.
- **WMS Transition:** Part of the Global transition from current WMS Gacware to Manhattan Scale, with the system already live at GAC Dubai since 01/09/2024.

Education

- **MBA, Operations – 2018**
Manipal Academy of Higher Education –
Manipal University, India
- **Bachelor of Commerce, Marketing - 2015**
Goa University, India.