

ARFAN MS



Address:
Dubai, UAE

Phone:
+971507808158

E-mail:
arfanms@gmail.com

Additional Skills

- Communication Skills
- Teamwork and Collaboration
- Problem-Solving Skills
- Adaptability and Flexibility
- Time Management
- Computer Proficiency
- Attention to Detail
- Critical Thinking
- Customer Service Orientation
- Leadership Potential
- Networking Skills
- Emotional Intelligence

Professional Summary

As an experienced professional with a keen interest in logistics and supply chain management, I am seeking a junior/intermediate position where I can apply my academic knowledge and passion for streamlining operations. Eager to leverage my strong analytical skills and attention to detail to contribute to the efficiency and success of your organization while further developing my expertise in this dynamic field.

Work Experience

03/2024 - 05/2024

DGS LOGISTICS AND SHIPPING (INDIA) Pvt Ltd, India

Employee (Internship)

- NVOCC Import and Export operations
- Preparation of DG Manifest, Reefer Manifest, EAL and IAL.
- Container Specifications and Evaluations

05/2021 - 01/2023

13 Avenue Waffle Street, India

Store Manager

- Ensuring excellent customer service standards are maintained, handling customer inquiries, resolving complaints, and ensuring a positive shopping experience.
 - Overseeing inventory levels, conducting regular stock checks, and ensuring accurate records are maintained. This involve ordering new stock, managing deliveries, and minimizing stock losses through theft or damage.
 - Ensuring the store layout and displays are visually appealing, organized, and in line with company standards to attract customers and promote sales.
 - Setting sales targets and strategies to achieve them, monitoring sales performance, and implementing initiatives to drive sales growth.
 - Managing the store's budget, including expenses such as staffing costs, stock purchases, and operational expenses, while aiming to maximize profitability.
 - Generating reports on sales, inventory, and other key performance indicators, and communicating this information to higher management.
- Handling administrative tasks such as scheduling, payroll, and staff evaluations.
- Identifying areas for improvement in store operations, customer service, and sales performance, and implementing initiatives to enhance efficiency and effectiveness.

10/2019 - 05/2020

Royal Enfield Heritage Automotives, India

Job Controller

- Developing schedules for various tasks and projects based on priorities, deadlines, and available resources. This may involve coordinating with different departments or teams to ensure smooth workflow and optimal utilization of resources.
- Allocating resources such as manpower, equipment, and materials to different jobs or projects according to their requirements and availability.
- Monitoring the progress of jobs or projects, tracking milestones, and ensuring that they are on schedule and within budget. This may involve using project management software or tools to keep track of tasks and timelines.
- Identifying and addressing any issues or obstacles that arise during the

execution of jobs or projects, such as delays, resource shortages, or quality concerns. This may involve troubleshooting, coordinating with stakeholders, and implementing solutions to keep projects on track.

- Ensuring that jobs or projects are completed to the required quality standards and specifications.

This may involve conducting inspections, quality checks, and audits to verify compliance with standards and address any deviations or deficiencies.

- Serving as a point of contact between different stakeholders, including clients, project teams, and management. This may involve providing regular updates on project status, communicating changes or revisions, and addressing any concerns or queries.

- Maintaining accurate records and documentation related to jobs or projects, including schedules, budgets, resource allocations, and progress reports. This may involve generating reports, analyzing data, and presenting findings to management or clients.

Education

2023 - 2024

Professional Program in Logistics and Supply Chain Management, UPES DEHRADUN

- Incoterms
- Export and Import Procedures
- Export and Import Documentations
- LCL and Buyer’s Consolidation
- Ocean Freight Marketing

2014 - 2018

Bachelor of Technology in Computer Science Engineering - MCET, Calicut University

Languages

English	— Proficient
Malayalam	— Proficient
Tamil	— Intermediate
Hindi	— Intermediate

References

SCM Hub, Infopark, Kochi