



SHAHIN ELLIYAS

CUSTOMER SERVICE REPRESENTATIVE

CONTACT ME

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✉ shahinilliyasse@gmail.com

📍 Dubai, UAE

PERSONAL INFO

- Nationality : Indian
- Gender : Male
- Date of Birth : 24/04/1999

EDUCATION

🎓 **MBA (Logistics & Supply Chain Management)**
Suresh Gyan Vihar University
Pursuing

🎓 **BA History**
Annamalai University
2021

KEY SKILLS

- Warehouse Management
- Logistics Coordination
- Supply Chain Management
- Inventory Control
- Staff Supervision
- Purchasing Management
- Documentation
- Client Relationships
- Data Analysis
- Continuous Improvement
- Regulatory Compliance

CERTIFICATIONS

- Diploma in Computer Application (DCA) - 2021
- Diploma In Logistics & Supply Chain Management - 2019

PROFILE SUMMARY

Results-driven warehouse and logistics professional with a proven track record in leading teams to achieve exceptional order quality and accuracy. Skilled in inventory control, shipment oversight, and optimizing logistics operations for efficiency. Proven collaborator, ensuring seamless communication with suppliers, carriers, and internal teams. Committed to upholding high standards of cleanliness, orderliness and compliance within warehouse facilities.

WORK EXPERIENCE

📁 **Customer Service Representative** **Oct 2022 - Present**
DB Schenker LLC, Dubai, UAE

Duties and Responsibilities

- Handle incoming calls, emails and inquiries from customers regarding orders, deliveries and inventory availability.
- Address customer complaints and resolve issues efficiently.
- Generate and review invoices for accuracy based on customer orders.
- Ensure all billing information aligns with the company's policies and procedures.
- Maintain a professional and courteous demeanor while interacting with customers.
- Collaborate with warehouse staff to ensure accurate stock levels and prevent stockouts or overstocking.
- Assist customers in locating specific items or checking product availability.
- Maintain accurate records of customer interactions, orders and complaints.
- Prepare daily, weekly, or monthly reports on customer service metrics and share insights for improvement.

📁 **Logistics Coordinator** **Mar 2020 - Apr 2022**
The Professional Couriers International service
Kerala, India

Duties and Responsibilities

- Coordinate and monitor the transportation of goods to ensure timely and accurate delivery.
- Oversee and maintain accurate inventory levels, conducting regular audits and reconciliations.
- Liaise with suppliers to confirm order details, track shipments and address any issues that may arise.

INTERNSHIP

- Supply Chain Management
Internship at Kerala State Industrial
Enterprises Limited (KSIE)
(August 01 - August 31, 2019).

SOFTWARE PROFICIENCY

- SAP
- Panda
- Ms Office
Word | Excel | PowerPoint

SOFT SKILLS

- Leadership
- Communication
- Team Collaboration
- Time Management
- Decision Making
- Adaptability

LANGUAGES KNOWN

- English ██████████
- Malayalam ██████████
- Hindi ██████████

- Manage and organize shipping and customs documents, ensuring compliance with relevant regulations.
- Negotiate and coordinate with carriers to secure cost-effective and efficient transportation solutions.
- Proactively identify and resolve logistics and supply chain issues to minimize disruptions.
- Analyze logistics data, such as delivery times and transportation costs, to optimize processes.
- Collaborate with internal teams, including procurement and warehouse, to streamline logistics processes.

STRENGTH & QUALITIES

- Patience when dealing with others.
- Flexibility in thinking and operating style.
- Diligence in ensuring accuracy and quality in work.
- Encouraging and inspiring people to do their best.
- Capacity to adjust and thrive in changing environments.
- Collaborating and working well together with others.

DECLARATION

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

SHAHIN ELLIYAS