



Suryaprakash GS

Logistics/ Operations/ Pricing/
Customer Service Executive

surya.gsr2102@gmail.com



+971-58-563-5429



Dubai, United Arab Emirates



linkedin.com/in/suryaprakash-g-s-103b04234



A results-oriented professional with over five years of experience successfully managing integrated functions across international logistics, operational execution, and customer service within the freight forwarding sector. Demonstrated expertise in overseeing end-to-end LCL/FCL shipment lifecycles, acquired significantly through supporting large-scale operations for Vanguard Logistics. Core competencies include meticulous preparation and verification of critical shipping documentation (HBL, MBL, Bill of Entry) ensuring regulatory compliance, alongside effective planning and coordination with global carriers and agents. Proven ability to serve as a key client interface, resolving inquiries, providing timely status updates, handling rate verifications, and maintaining high levels of customer satisfaction. Possesses a Bachelor of Technology, complementing practical experience with strong analytical and organizational skills essential for optimizing workflows and achieving business objectives in dynamic environments.

WORK EXPERIENCE

Logistics Coordinator | Operations/ Pricing Executive

Newage Software and Solutions India Pvt Ltd
(Backend Support for Vanguard Logistics)

08/2018 - 04/2024

Chennai, India

Achievements/Tasks

- Generated accurate House Bills of Lading daily for diverse consolidated freight consignments worldwide.
- Facilitated Master Bill of Lading processes, ensuring alignment between internal records and documents.
- Managed effective communication conduits with ocean carriers and global agents for import/export operations.
- Processed essential customs documentation, including Bill of Entry submissions, ensuring regulatory compliance.
- Directed the planning phase and coordinated the execution of international LCL and FCL schedules.
- Administered the gate pass system efficiently for timely processing of inbound and outbound cargo movements.
- Authored and verified critical shipping instructions and related documents against international standards.
- Provided shipment tracking updates and detailed delivery confirmations to clients and stakeholders.
- Acted as a key liaison for customer service, addressing inquiries and coordinating resolutions for key accounts.
- Handled initial ocean freight rate checks with shipping lines and prepared quotes for customer inquiries.

SKILLS

- Logistics CoordinationImport/ExportLCL/FCL ManagementHBL GenerationMBL CoordinationBill of EntryCustoms ProcessingTrade ComplianceCarrier RelationsDocumentation AccuracyLogistics PlanningShipment SchedulingInstruction VerificationAgent LiaisonContainer ExecutionFreight Rate InquiryCustomer QuotingShipment MonitoringFreight ForwardingTime-Critical HandlingCargo BookingRegulatory AwarenessDetail OrientationTeam Leadership

ACHIEVEMENTS

Established reliable communication workflows with international carriers and agents, ensuring fluidity.

Proficiently navigated Bill of Entry processing, contributing to timely customs clearance for client cargo.

Consistently met deadlines for planning and executing both import and export containerized shipments globally.

Ensured meticulous compliance with international regulations through careful preparation of documents.

Supported commercial activities by efficiently handling freight rate verification and customer quote requests.

EDUCATION

Bachelor of Technology (Mechanical Engineering)
B.S. Abdur Rahman Crescent Institute of Science and Technology | Chennai, India | 2016

TECHNICAL SKILLS

MS Office (Word, Excel, PowerPoint & Outlook)

PERSONAL DETAILS

Nationality: Indian

Languages: English, and Tamil

REFERENCES

Available upon request.