

# AJIN JOHN

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## **PROFILE**

Experienced freight forwarding professional with three plus years of expertise in optimizing sea freight operations. Proficient in export and import processes, skilled in negotiating cargo bookings, managing shipping documentation, and ensuring compliance with international trade standards. Adept at real-time cargo tracking, customs clearance, and implementing efficient logistics strategies. Committed to delivering superior customer service and fostering strong cross-functional partnerships for seamless cargo transportation solutions.

## **EDUCATION**

**Professional Diploma : Shipping and Logistics**  
Sree Narayana College | Kollam, Kerala, India

**2021 - 2022**

**Key Modules:** Fundamentals of Logistics and Inventory Management | Export Documentation and Shipping  
Marketing Principles and Business Communication

**Bachelor of Science : Chemistry**  
Mar Thoma College | Tiruvalla, Kerala, India

**2016-2019**

## **PROFESSIONAL EXPERIENCE**

**Documentation Executive ,Shipment Solutions PVT LTD | Kochi ,Kerala ,India DEC 2022 – March 2024**

- Facilitated the provision of shipment quotes to customers and organized shipments according to their specifications.
- Negotiated ocean freight rates with carriers and service providers, optimizing cost savings for customers
- Managed the completion of carrier bookings and ensured timely release of CRO to customers.
- Prepared, reviewed, and managed all essential shipping documents, including bills of lading, invoices, packing lists, and certificates of origin ,ensuring accuracy and compliance with international trade regulations.
- Managed invoice procurement, verification, and dispute resolution with carriers while maintaining meticulous records for compliance. Additionally, efficiently coordinated payment processing and confirmed invoice receipt, fostering positive carrier relationships.
- Utilized tracking systems and technology to monitor cargo shipments in real-time, providing clients with regular updates and addressing any issues promptly.
- Provided exceptional customer service by responding to client inquiries, resolving issues, and delivering regular updates on cargo shipments.
- Identified and mitigated risks related to logistics operations, including weather-related delays, port congestion, and container shortages.

- Collaborated with customs brokers, carriers, port authorities, and other stakeholders to ensure the seamless movement of cargo.
- Managed electronic and paper-based documentation systems for easy retrieval, record-keeping, and compliance purposes.
- Collaborated with team members, providing valuable on-the-job guidance and support to new joiners, facilitating their seamless integration into the team and ensuring a quick and efficient learning curve.

**Customer Service Executive, Seaborne Logistics | Kochi ,Kerala ,India**

**Jan 2021 – OCT 2022**

- Provided exceptional customer service by addressing inquiries and resolving any issues related to exports..
- Prepared and processed shipping documents such as bills of lading, invoices, packing lists and certificates of origin.
- Negotiated competitive rates and service agreements with trucking companies.
- Managed the transportation of goods to ports, including coordination of inland transportation by truck.
- Worked closely with colleagues in sales, finance, and customer service departments to coordinate activities.
- Coordinated customs clearance procedures, working closely with customs brokers to ensure the timely clearance of imported and exported goods.

## **TECHNICAL SKILLS**

- Shipping software like Odex, Cargoes and INTTRA.
- Microsoft applications such as MS Word, PowerPoint, Excel, and Outlook.

## **PERSONAL SKILLS**

- Data evaluation and analysis
- Prioritized multi-tasking and problem-solving
- Excellent communication and negotiation skills
- Proficient in import and export operations with a strong command of documentation procedures
- Self-motivated, proactive and a great can-do attitude
- Motivated independent worker as well as excellent teamwork coordination
- Critical thinking and suitable application of knowledge in daily decision making
- Attentive and accurate to details
- Excellent time management and strong administrative skills
- Exceptional organizational skills with the ability to prioritize tasks and meet deadlines.

## **REFEREE**

Mr. K N S Chandran  
Vice President  
(Ex -Head : Customer Service - Retired  
M/s. Maersk Line (I) Pvt Ltd)  
M/s . Shipment Solutions Pvt .Ltd  
Mob : +91 8129602303

Mrs. Maria George  
Deputy Manager - Export Documentation  
MSC Agency (India) Private Limited  
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## **VISA STATUS – VISIT VISA**