

Diether Paul C. Tanhueco

Freight Forwarding | Logistics | Customer Service Representative

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Address: 1404 Al Owais Tower 23rd st. Al barsha road – Al barsha 1 Dubai UAE



Professional Summary:

With six years of experience contributing to outstanding success in the logistics and freight forwarding industry, I have expertise in monitoring shipment statuses, maintaining compliance with regulations, and coordinating document processing. I have demonstrated the ability to enhance efficiency and communication, evidenced by the successful management of daily reports and shipment tracking. I possess a proven track record of streamlining operations to ensure timely deliveries and I'm ready to bring these skills to meet the needs of prospective employers.

Professional Experience:

Flowers.ae – Al Athar Street Jumeirah 3

Customer Service Representative – Trainee

- Handling and resolving customer concerns and inquiries promptly and professionally.
- Monitoring and managing orders from Shopify and the company system.
- Coordinating with delivery drivers for confirmation and notification of delivery locations to ensure timely and cost-effective deliveries.
- Managing reception area activities, such as walk-in customers for inquiries and orders.
- Placing and updating order information in Shopify and the company system as requested by customers.
- Calling the recipient to confirm availability to receive and verify the address, ensuring there will be no delays in deliveries.

Federal Express (FedEx) - Clark International Airport, Philippines

Clearance Agent

(September 2021 – April 2025)

- Handling and closely monitoring the movement of import/export shipments, especially trial shipments (new clients/ accounts), to ensure smooth deliveries and customer satisfaction.
- Ensuring accurate and up-to-date shipment status and records in the operating system.
- Collaborating with our department for proper planning and strategies to implement in our daily operations to achieve our targets and goals.
- Processing and coordinating shipping documents with the Bureau of Customs and other government agencies to ensure compliance with all relevant regulations, including food safety and customs requirements, particularly concerning prohibited goods (Philippines).
- Preparing and maintaining daily, weekly and monthly reports and data for management review.
- Handling freight inquiries, quotations, and coordination with local and international clients.

- Preparing and checking the proper documents to be filed in the system and to be processed in customs and other local government agencies.
- Coordinating with other departments, such as the warehouse, sales, service center, billing, and various operations departments, to ensure smooth logistics operations for timely and cost-effective deliveries.

AAI Worldwide Logistics - Clark International Airport, Philippines

Operations Team Member

(December 2019 – September 2021)

- Preparing import and export documents to be processed in the Bureau of Customs (Philippines).
- Monitoring shipment movements processed by the Bureau of Customs.
- Updating the status of shipments in a timely manner.
- Coordinating with customs broker for quotations or computation of duties and taxes.
- Coordinating with the warehouse team to ensure the proper movement and handling of packages, particularly when assisting the Bureau of Customs with their examination of packages.
- Preparing and maintaining daily reports and data for management review.

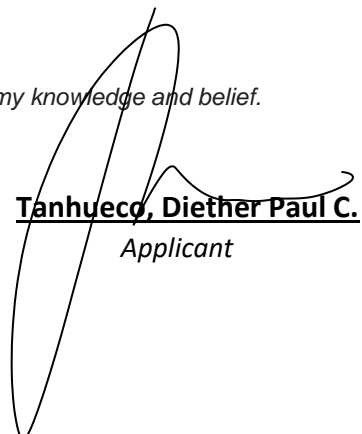
Academic Qualifications:

- 2013-2015 : **Clark College of Science and Technology**
(Graduate Diploma in Information Technology, Major in Computer Programming)

Key Skills:

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|-------------------------------|--------------------------------|
| • Collaboration | • Proactive |
| • Problem- solving | • Computer proficiency |
| • Interpersonal skills | • Customer service |
| • Attention to detail | • Adaptability and flexibility |
| • Organizing and prioritizing | |

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


Tanhueco, Diether Paul C.
Applicant