

Mohammed Adnan Imtiyaz Hakim

Email: mohammedadnan.hakim@gmail.com

Contact: +971569258854



Career Objective

Dynamic and results-driven logistics professional with nearly 4 years of hands-on experience in the field. Seeking to leverage my expertise in supply chain management, and strategic planning to contribute effectively to a forward- thinking logistics team. Committed to optimizing processes and enhancing overall efficiency to drive organizational success in a dynamic and challenging environment.

Education / Qualifications

- Degree in Bachelor of Commerce from Mumbai University India 2017.

Professional Qualification

- Diploma in IATA Introductory Diploma in
- Logistics Management (10th July 2019)

Job Experience

4 Years of Experience in the shipping logistics Industry.

BORZO Courier Service (Mumbai, India)

Customer service coordinator

(28 May 2024- 7 December 2024)

- Coordinated delivery agents to ensure efficient and timely deliveries.
- Resolved customer queries promptly, enhancing customer satisfaction.
- Addressed delivery agent concerns, offering guidance to maintain operational efficiency.
- Monitored performance, provided constructive feedback, and upheld service standards.
- Optimized logistics processes to improve overall operational effectiveness and customer experience.

Sarang Maritime Logistics Private Limited (India)

Coordinator

(September 2022 – September 2023)

- Scheduled customer slots, ensuring timely and efficient service.
 - Streamlined real-time billing processes, improving transparency and financial efficiency.
 - Segregated cargo efficiently to optimize space utilization and handling procedures.
 - Coordinated bookings for oversized or special cargo, catering to diverse customer needs.
 - Managed container release orders, ensuring smooth operations and timely deliveries.
 - Facilitated container pickups from service providers, maintaining strong supply chain partnerships.
 - Implemented FIFO-based billing, ensuring compliance with industry standards.
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Hapag Lloyd Global Service Private Limited (India)

Customer Service Coordinator
(October 2019 – August 2022)

- Managed team tasks, monitored progress, and reported backlogs to the leader.
- Collaborated with US counterparts to address and resolve queries efficiently.
- Provided guidance to team members, ensuring smooth floor operations.
- Trained new recruits in input and indexing processes, explaining country and client-specific requirements.
- Reviewed and corrected bills, offering real-time feedback to improve accuracy and compliance.
- Prepared and updated Bills of Lading, following client instructions and regulatory standards.
- Handled amendments and analyzed causes to improve process accuracy.
- Verified and indexed client documents, maintaining adherence to deadlines.
- Conducted audits to ensure quality, compliance with Brazil-specific requirements, and daily AES ITN accuracy.

Skills & Expertise

- Ms-office
- Incoterms
- Dubai Trade
- Dubai Customs procedures
- Export process
- International Shipping
- Mirsal-2

Languages

- English: Fluent (written and spoken)
- Hindi: Native proficiency (written and spoken)
- Gujarati
- Kutchi

Personal Information

- Date of Birth: 16th February 1997
 - Valid Indian Driving License
 - Current visa status: Visit Visa
 - Valid till : 15th Feb 2025
 - Current location: Deira Dubai
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