



HARISH A

PROFESSIONAL SUMMARY

Skilled and dedicated Customer Service Representative with experience in coordinating, planning, supporting daily operation and administrative functions. Highly focused and result-oriented in supporting complex, deadline-driven operation, motivated to maintain customer satisfaction and to contribute to the success of the organization.

CONTACT

- Dubai, U.A.E
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SKILLS

- Supply chain Management
- Inventory Management
- Ware House Management and Optimization
- Proficiency in WMS system.
- Order Fulfillment Efficiency
- Attention to detail
- Time management
- Verbal and Written Communication
- Problem Solving
- Customer Service skills
- Interpersonal Skill
- Adaptability and flexibility.
- Database and Management.
- Accounts Management
- Vat Filing
- Accounts Payable and Receivables
- Bank Reconciliation
- Payroll Administration

WORK HISTORY

Customer Service Representative June 2024- October 2024
Expeditors, Dubai.

Responsibilities:

- Plan, organize and manage the client Majid Al Futtaim deals with brands-Poltrona Frau, Magic Planet, HOME, Alessi, Ski Dubai.
- Handled the Inbound, RTW, TO, Planning, Scheduling the receiving of the incoming shipment by coordinating with the warehouse operations team and informing the customer regarding the schedule.
- Processed the orders received from the customer for Poltrona Frau, Magic Planet by email, sending to the warehouse for picking and dispatching the order.
- Updating the day to day inbound and outbound status to customer after confirming the availability with warehouse.
- Updating the data in the WMS, complies, sort and verify the accuracy of data which meet the declaration towards customs which includes unit price, currency, HS code and weight details.
- Updating the day to day inbound, outbounds details in the tracker and reporting the seniors.
- Update the customer regarding the status of GRN for the inbound, RTW, TO with the details of discrepancies if anything persists.
- Ensuring all the customer's daily requirements are delivered in an effective and efficient manner.
- Handling Daily Store orders, LMD orders, Special Express Deliveries, Magic Planet and Ski Dubai Deliveries.
- Planning, scheduling the Daily Store orders and Ware House Collection as requested by the customer.
- Preparing the Commercial Invoice, Packing List, sending to the customs team for Preparing BOE, preparation of Gate passes and sending to the operations department for planning and dispatching daily deliveries.
- Reporting the customer regarding the unfulfilled SKU's in the daily orders.
- Coordinate with the different departments for fulfilling the customer daily requirements.
- Participate effectively in regular internal meeting for the improvement of the process addressing the customer concern.

COMPUTER PROFICIENCY

- SAP, CIEL, EDMS
- MS Office
- MS Word/Excel/PowerPoint
- Internet Applications Windows OS
- Microsoft Teams
- Microsoft Outlook
- Tally ERP 9, Prime 2.0, 2.1, 3.0.

PASSPORT AND VISA DETAILS

- **Passport No:** V2007260
- **Expiry Date:** 10/10/2033
- **Visa:** Employment Visa.

LANGUAGES

English

Hindi

Tamil

Malayalam

Contract Logistics Admin Specialist

Dec 2023–May 2024

Kuehne Nagel, Dubai.

- Strategize, coordinate, and oversee clients such as Bombardier, Honeywell, Rolls Royce.
- Responsible for serviceable and unserviceable parts routine, critical and AOG orders receiving and dispatching.
- Process the orders received from the customer via email, sending the invoices, documents to the warehouse for picking and dispatching the order.
- Informing the shipment team regarding the order via email for preparing BOE and for collecting the order.
- Preparation of Exit/Entry certificates and hand over to the customs team for submission, provides export proof to customs team after export, keeping a record of submission proof of Exit certificate in the file.
- Updating the day to day inbound and outbound status to customer in SAP after confirming the availability with warehouse.
- Provides strong account management with efficient, courteous, service providing information and resolving routine and AOG inquiries in a timely manner within established guidelines.
- Confers with warehouse or common carrier personnel to expedite or trace missing or delayed shipments.
- Updating the data in the WMS, complies, sort and verify the accuracy of data which meet the declaration towards customs which includes unit price, currency, HS code and weight details.
- Handled the routine Orders, managed the customer-oriented operations, ensuring the customer satisfaction by achieving delivery and service quality norms.
- Updating the day to day inbound, outbounds details in the tracker and reporting the seniors.
- Confers with warehouse or common carrier personnel to expedite or trace missing or delayed shipments.
- Prepares documents for customs documents and certification of origin also arrange/books various customs inspections as per the requirements.
- Ensure all the customer's daily requirements are delivered in an effective and efficient manner.

Office Admin cum Accountant

March 2020–20th Dec 2023

Bas Marine Tech Engines Repairing and Maintenance, Dubai.

Responsibilities:

- Provide detail oriented administrative support to co-workers to ensure efficient office operations.
- Manage the scheduled jobs by coordinate the field staff and give responsibilities to ensure performance.
- Prepare job reports to analyze the job status and performance.
- Develop relationships with customers , vendors to present the company in a professional manner
- Coordinate with the purchase department and arrange materials on time.
- Prepare invoices, quotes and provide to the customers.
- Maintain, manage and keep a systematic records of financial transactions.
- Prepare vat returns and filing periodically.
- Manage payroll and benefits for 15+employees includes solving any related issues.

- Perform reconciliation of bank transactions.
- Manage a database record of employees, vehicles, vendors.
- Communicate closely with the Head of Operations regarding the needs, concerns or issues in the office.
- Schedule annual leave, prepare leave salary, annual leave and record end of benefits of employees.
- Assist the audit team in the preparation of various periodical financial statements and recording it.
- Recover the receivables and handling payables.
- Allocation of expenses to various departments.
- Manage Petty Cash transactions and book keeping.

Assistant Accountant

Sept 2019–Feb 2020

Crescent Marine Trading LLC, Dubai.

Responsibilities:

- Maintained financial records and ensure proper recording of operation required to the financial workflow.
- Prepare invoices, quotes and provided to customers.
- Managed the account books, keep the accounting systems up to date.
- Processed payroll of 10+employees and maintained their benefits.
- Completed month and year-end close procedure and reconciled bank transactions.
- Assist the senior accountant in the preparation of various periodical financial statements.
- Compute vat returns and filing periodically.
- Managed petty cash transactions and book keeping.
- Recover the payments receivables.

Sales Executive.

March 2018 – Oct 2018

Sterling Gases Ltd., Calicut, Kerala India.

- Maintained and developed a strong relationship with customers through personal contact or meeting or via telephone.
- Seek business opportunities and strategically developed potential leads to growing customer account.
- Managed and supervised the distribution network to ensure appropriate and timely delivery of products.
- Prepare and executed sales plan to achieve the targets.
- Expedite the resolution of customer problems and complaints to maximize satisfaction.
- Prepare day to day sales activities and reported the seniors.
- Recover payment receivables.

Operations Manager.

Apr 2016 – Feb 2018

Karma Associates-Stockist Pappai Ice cream, Kochi, Kerala, India

Responsibilities:

- Managed operations to make sure all are carried out in an appropriate and cost effective way.
- Developed and maintained relationships with the customers resulting in improved satisfaction.
- Coordinated with the team members and assign duties to each one, monitor their performance to ensure productivity and quality.
- Analyzed the workflow and taken procedures for the improvement of performance and to achieve targets.
- Supervised the market and taken measures by implement new policies, conduct promotional activities for the development of business.

- Coordinated with board member for the upcoming projects by manage budgets, schedule expenditures and analyze variance and initiate corrective actions.
- Optimized inventory management resulting in reduction in stock outs.
- Conducted meeting with the team members to address their performance, assign targets for the improvement of organization, resolving their problems and complaints.

Junior Accountant

Oct 2012– Apr 2016

Sterling Gases Ltd., Kerala India.

Responsibilities:

- Prepared quotes, invoices and provided to the customers.
- Maintained and keep a systematic record of day-to-day financial transactions.
- Prepared the payroll, compute tax and filing periodically and keep a record.
- Update account receivable, account payable and providing statements periodically.
- Assist the senior accountant and the audit team in the preparation of periodical financial statement.
- Recover the payment receivable and clearing the payables.
- Performed reconciliation of bank statement.
- Maintained the records of vehicles and update the management for periodical renewal of registration, insurance and for doing timely maintenance.

EDUCATION

2006-2009

Bachelor Degree of Aviation Maintenance Science,
Alagappa University, Coimbatore, Tamil Nadu, India.

2002 - 2004

ITI Diploma in Electronics, CIET, Calicut, Kerala, India.

2000 - 2002

Plus Two, Govt. Model Higher Secondary School, Calicut University Campus, Kerala, India.

2000

10th standard, N.S.S. High School, Calicut, Kerala, India.

ADDITIONAL QUALIFICATION

2010

Diploma in Accounting with Erp 9, ATI, Calicut, Kerala, India

2000

Diploma in Office Automation with MS Word, MS Excel, BSS, Calicut, Kerala, India.

DECLARATION

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

Place: Dubai.

HARISH. A

Date: