

SUHAIL LAINAKKILLATH

Dubai, UAE.

Mobile: +971 568409811

Email: subeesuhail@gmail.com



OPERATION EXECUTIVE

PROFILE SUMMARY

Highly motivated Logistics professional with 5 years of experience across diverse areas including procurement, customer service, Documentation, sales, and operations management. Proven ability to optimize processes, build strong relationships, and deliver exceptional results.

STRENGTHS

- ✓ Attention to Detail.
- ✓ Time Management
- ✓ Adaptability.
- ✓ Excellent Communication Skills.
- ✓ Knowledge of Regulations
- ✓ Cost Management
- ✓ Customer-Focused
- ✓ Leadership and Teamwork
- ✓ Analytical & Problem-solving skills

ORGANISATION DETAILS

Company

ISS GLOBAL FORWARDING DUBAI

Designation

Sea Export Coordinator.

Duration

March 2023 to 10th September 2024

Job Responsibilities

- ✓ Conducted performance reviews, provided coaching, and implemented training programs to develop the skills and knowledge of your team.
- ✓ Fostered a positive and collaborative work environment that motivated and engaged employees.
- ✓ Identified and addressed employee performance issues to ensure a high-performing team.
- ✓ Developed and implemented succession plans to ensure continuity of operations.
- ✓ Oversaw daily warehouse operations, including receiving, storing, picking, packing, and shipping of goods.
- ✓ Supervised and motivated a team of logistics professionals, ensuring adherence to safety protocols and performance standards.
- ✓ Identifying and selecting reliable carriers or shipping partners, negotiating contracts, and maintaining positive relationships to secure competitive rates and service quality.
- ✓ Managing all necessary shipping and customs documentation, ensuring compliance with international and domestic regulations to prevent delays and legal issues.
- ✓ Resolving operational issues and handling unforeseen challenges such as delays, damaged goods, or disruptions in

the supply chain promptly and effectively.

- ✓ Evaluate transportation cost and other expenses and verify that they are not more than the amount charged to clients, to ensure that a positive account balance is left at the end of every transaction.
- ✓ Keep records of all shipping activities, documenting procedures, guidelines, and changes in procedures for reference purposes.

Company	Customer Service and Operations Executive at Gulf First Shipping And Logistics LLC (Dubai, U.A.E.)
Designation	
Duration	November 2019 – February 2023

Job Responsibilities

- ✓ Executing all Tasks as per requirement of the operations department.
- ✓ Coordinating the entire shipment process, from receiving customer orders to arranging pickups, tracking shipments, and ensuring timely deliveries.
- ✓ Maintain registers and reports for Import and Export Operations.
- ✓ Keeping customers informed about shipment status, delivery schedules, and any potential changes, providing excellent customer service and managing expectations.
- ✓ Handling the entire Job requirements for Import and Export Shipments.
- ✓ Liaison with Dubai Customs & Port Authorities.
- ✓ Liaison with carriers and shipping agents as per the requirements.
- ✓ Co-ordinate with Transporters, Shipper & Consignee for effective deliveries and collection.
- ✓ Organize Land Transportation for inbound and outbound.FCL shipments coordinate multi point loading and monitor the movements.
- ✓ Coordination with messengers for documents delivery and collection.

EDUCATION DETAILS

- **BCOM AT SHARAF COLLAGE PADNE (Kerala, INDIA)**
- **HIGHER SECONDARY CERTIFICATE (Kerala, INDIA)**
- **SSCL –SECONDARY CERTIFICATE (Kerala, INDIA)**

PERSONAL DETAILS

Date of Birth	: 07 Jan 1998
Marital Status	: Single
Nationality	: Indian
Visa Status	: Visit Visa
Hobbies	: Football, Cricket and Travelling.