



MOHIADEEN VMS

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201 - Al Ghurair Building, Hor Al Anz, Dubai, UAE

Booking Officer | Customer Service Executive | Customer Relations | Account Management
Logistics Co-Ordinator | Client Servicing | Reporting | Stakeholder Management

CUSTOMER SERVICE/CUSTOMER SUPPORT

Experienced customer service representative with a strong background in container shipping, having worked at CMA CGM for 2.5 years. Skilled in handling client enquiries, managing vessel operations, and optimizing route mapping. Proven ability to foster strong internal relationships with trade teams, ensuring seamless and communication and collaboration to secure routing approvals and container availability. Adept at navigating complex logistical operations to deliver exceptional customer experiences.

SKILLS AND EXPERTISE

Export Operation	Client Interaction	People Management	Team management
Container Operations	Internal communication	Co-ordinating team	Communication
Merge booking	Container tracking	Training	Time management
Split booking	Route Amendment	Error Auditing	Interpersonal
Processing documentation	Vessel Amendment	Handling escalation mails	Quick learner

PROFESSIONAL EXPERIENCE

CMA CGM

Mar 22' - Sep 24'

Customer Service Executive/Operations Executive

Managed to handle the process of ocean export shipments, including booking creation, vessel section, route mapping and error log activities in a crucial situation such as high volume of compiling 50 to 100 shipments daily, ensuring timely processing and documentation.

Accomplishments:

- **Processed 50,000+ Shipments** seamlessly every year.
- **Maintained less than 1% error** in handling and processing shipments.
- **Achieved 95% shipments within Turn Around Time.**

Roles & Responsibilities

- Prepared accurate office files, updated spreadsheets and crafted presentations to support executives and boost team productivity.
- Responded to emails and other correspondence to facilitate communication and enhance business processes.
- Transcribed minutes of meetings and executed meetings and events for company to support sales, business development and senior management teams.
- Filed paperwork and organized computer-based information.
- Organized logistics and materials for each meeting, arranged spaces and took detailed notes for later dissemination to key shareholders.

- Certified Process trainer – training & assisting new users for the booking process.
 - Analyzing customer requests and providing booking confirmation.
 - Prepare and generate BL in LARA for the customer.
 - Achieving the daily targets & learning new process.
 - Manual auditing in bookings.
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AWARDS

Samurai Award (Best Performer) at CMA-CGM for the month of Mar 2024.

Mega Star Award - Nominee for implementing new ideas to the team at CMA-CGM during the period of Jun 23' to Dec 23'.

EDUCATION

UNIVERSITY OF MADRAS Bsc. Computer Science	2016 - 2019
Measi Institute of Management Masters in Business Administration	2019 - 2021

CERTIFICATIONS

CMA CGM TTT - Functional Trainer	2023
CMA CGM Lean - Six Sigma - Green Belt	2023

LANGUAGES

English	Tamil
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References are available on request.