

**SUHAIL LAINAKKILLATH**

**Dubai, UAE.**

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**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 10<sup>th</sup> 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.

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

### **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**

|                       |                                     |
|-----------------------|-------------------------------------|
| <b>Date of Birth</b>  | : 07 Jan 1998                       |
| <b>Marital Status</b> | : Single                            |
| <b>Nationality</b>    | : Indian                            |
| <b>Visa Status</b>    | : Visit Visa                        |
| <b>Hobbies</b>        | : Football, Cricket and Travelling. |