

# ROBIN JOSEPH

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## PROFESSIONAL SUMMARY

Motivated transport operations professional with over 12 years of experience, recognized for assessing operational needs and developing solutions to save costs, improve revenues, and drive customer satisfaction. Resourceful and well-organized with excellent leadership and team-building records.

## WORK HISTORY

### Operation Manager, BVM Transport L.L.C, Dubai

01/2024 - Present

- Directing daily operations and adapting to changing demands to consistently meet objectives.
- Managing delivery schedules by assigning transport routes to staff and organizing delivery times.
- Overseeing container delivery operations.
- Dispatching transport personnel and vehicles to fulfill resupply requirements.
- Updating clients on transport times, order processes, and promptly reporting delays when required.
- Engaging with customers to better understand their needs and deliver excellent service.
- Dynamic and results-driven Operation Manager with 2+ years of experience in leading teams and optimizing processes for efficiency
- Proven track record of successfully managing large-scale projects and exceeding performance goals
- Expertise in developing and implementing strategic plans to improve operations, reduce costs, and increase productivity
- Strong leadership skills with the ability to motivate and inspire team members to achieve their full potential
- In-depth knowledge of industry best practices, regulatory compliance, and effective resource management

### Operation Head, Avalon General Land Transport L.L.C, Dubai

01/2023 - 12/2024

- Managed the overall domestic and international transport operations.
- Oversaw LTL and FTL dry and refrigerated domestic shipping to various distribution networks such as warehouse transfers, airport links, outlet delivery, and courier delivery.
- Led the operational team responsible for the delivery of transport solutions.
- Ensured the department operated in compliance with all standard operating procedures.
- Managed all transportation activities including scheduling, routing, and dispatching of vehicles.
- Maintained transportation relationships with vendors and negotiated contracts and pricing.
- Collaborated with other departments to ensure timely and accurate delivery of goods.
- Proven track record of implementing strategic initiatives to drive operational efficiency, resulting in significant cost savings and increased revenue.
- Adept at developing and maintaining strong relationships with key stakeholders, including clients, vendors, and internal teams.
- Focused on fostering a culture of continuous improvement and innovation to drive business growth and achieve organizational goals.
- Demonstrated ability to lead cross-functional teams and manage complex projects with strict deadlines while maintaining a high level of quality.

### Senior Transportation Coordinator, Tristar Transport L.L.C, Dubai

01/2016 - 12/2023

- Ensured that drivers completed required safety training and attended quarterly driver safety meetings.
- Maintained driver qualification files, permits, and equipment files.

- Ensured a safe working environment that maximized employee involvement, morale, and engagement.
- Scheduled transportation routes, work schedules, and assignments.
- Managed the driver safety awards program, promoting safe driving and working initiatives.
- Maintained and verified repair and preventive maintenance of vehicles and other equipment.
- Closely monitored operations and performed regular safety audits to ensure staff adhered to administrative policies and compliance regulations.
- Planned and established time, transportation, financial, inventory, and personal records.
- Managed compliance with customs requirements at destinations and demands of Letters of Credit.
- Liaise with suppliers, carriers and all aspects of daily delivery, including routing, driver supervision and DOT compliance.
- Communicated transport plan effectively, efficiently and consistently to internal and external stakeholders providing support and guidance for all queries and escalations.
- Analyze all aspects of logistics to determine the most efficient and cost-effective means of transporting products or supplies.
- Track and monitor all import/export sea and land shipments from issuance of Purchase Orders to delivery at final destinations.
- Effectively plan the production schedules with vendors and manufacturing facilities based abroad.
- Negotiating price, delivery and payment terms with suppliers.
- Prepare export documents in freight forwarders for the required documents and ensure smooth function of logistics operations to ensure on time clearance and delivery.
- Scrutinize all import documents to verify the accuracy in accordance with customs regulations.
- Ensure the goods are received in accordance with the quality and quantity requirements.
- Verify the invoices from service providers and liaise with finance department to arrange the payment according to the agreed terms.
- Provide management and customers with basic logistics technology and information that ensures effective and economical support.
- Recruit and maintain service providers that provide high quality services at a better price.
- Overall management and co-ordination of all logistics and supply chain activities.
- Managed different client companies sea and land transportation such as Shell, Exxon Mobil, Linde, BP, Gulf oil, Total, Air Liquide, Lukoil, Dow Chemicals, Petrochem etc.

#### **Transportation Planner, Oman Transport Est, Dubai**

**01/2012 - 12/2016**

- Maintained professional communications with customers, internal and external stakeholders.
- Planned cost-effective driver routes for maximum financial efficiency.
- Minimized delivery delays by quickly and proactively resolving problems.
- Logged productivity reports to identify areas for continued improvement.
- Maintained relevant qualifications for optimized training and development.
- Communicated with hauliers for regular updates on timely delivery.
- Maintained high levels of customer satisfaction by promptly communicating emergencies, delays, and scheduled changes.
- Set routes for optimal deliveries, coordinated driver and staff schedules, and assigned specific tasks.
- Maintained workplace safety by involving employees to maximize engagement and team morale.
- Making daily programs, fleets movements and Giving corresponding instructions to drivers.
- Supervise container movements & customs clearance in Khalifa port.
- Supervising Loading of Curtain side, flatbed, Low bed & ISO Tankers.
- Making Tokens for loading containers from Jebel Ali port & Khalifa port.
- Making Trip Allowance for drivers regarding their Duty.

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## EDUCATION

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### **BBA**

RNTU, India

### **MBA (Operations Management)**

SMU, India

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## SKILLS

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- Transport Logistics & Co-ordination
- Road Safety
- Scheduling & Dispatching
- Domestic & International Shipping
- Customer Service & Client Liaison
- Vehicle Route Optimization
- Customer complaint management
- Staff Training & Supervision
- Cost Control & Budget Management

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## LANGUAGES

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- English
- Hindi
- Malayalam

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## DRIVING LICENSE

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- License No. 1987863
- Expiry Date: 05 -01- 2029