

# SHUHAIB

Cargo Executive

50 Khalid Al Qula'e St., Sharjah • +971505339006 • shuhaimustafa.k@gmail.com

---

## SUMMARY

Dedicated and detail oriented professional with experience in customer service and record management. Seeking stock controller position where I can leverage my organizational skills and attention to detail to ensure accurate involuntary management and contribute to operational efficiency. Eager to contribute my skills and join a dynamic team to achieve mutual growth.

---

## WORK EXPERIENCE

2024-2025

### Customer Service Executive

- Delivered exceptional customer service by efficiently handling inquiries and complaints, ensuring customer satisfaction.
- Maintained precise records of all customer interactions to support seamless follow-up and issue resolution.
- Documented session details accurately to enhance service quality and accountability.
- Identified and reported new sales and service opportunities, driving revenue growth and customer engagement.
- Provided comprehensive product and service information, educating customers to enhance their experience.
- Responded swiftly and professionally to customer requests, maintaining high standards of quality assurance.
- Ensured safety protocols were followed, fostering a secure environment for customers and staff.
- Handled complex customer calls with courtesy and professionalism, regardless of difficulty.
- Maintained focus and concentration to consistently meet and exceed performance targets.

### Cargo Clearance

- Successfully cleared cargo items through customs, ensuring compliance with regulations and timely delivery.
- Coordinated with logistic providers to facilitate smooth cargo Clearance.
- Prepared and processed documentation, invoice and customs declaration.
- Ensured accurate calculation and payment of duties, taxes and other charges.

---

## EDUCATION

Bachelor Business Administration  
Bengaluru City University

2019 - 2022

---

## ADDITIONAL INFORMATION

- **Skills:** Attention to details, Active listening, Problem solving, Decision making, Team efficiency, Safe operation
- **Languages:** English
- **Certifications:** Certified in aviation management