



SAFIA MUMTAZ

Export/Import Documentation & Customer Relations Specialist

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ABOUT ME

Passionate about enabling seamless global trade through strategic Supply Chain practices and expert Export/Import Booking Operations. With over 7 years of experience at a leading international shipping company and a MBA in supply Chain Management, I specialize in managing complex export bookings, ensuring compliance, and fostering trusted client relationships. Dedicated to driving operational efficiency and contributing to the growth of Global Logistic Network.

EDUCATION

2019
MBA- Supply Chain Management
Institute of Business Management (IOBM)
CGPA: 3.66

ACHIEVEMENTS

OOCL PVT. LTD

• **Global Success Recognition** Jul-2025

Featured in OOCL's Global Success Story for delivering a custom end-to-end logistics solution for British American Tobacco across Pakistan and Hungary, published on InfoNet

• **SPOT Award** Apr-2024

Lead Re-export of 216 TEUs post-SRO 1397, ensuring compliance, revenue recovery, and smooth execution

• **SPOT Award** Feb-2024

Automation of CSV Booking Reports using Power Platform, enhancing dashboard quality, accuracy, and accessibility.

• **Exellence Award** May-2023

OPPL's Booking Cleanup Flow via Power Platform

• **Take It Personally Award** Aug-2022

OPPL's Booking Cleanup Flow via Power Platform

IOBM UNIVERSITY

• **President Scholarship** 2017-2019

• **MBA Gold Medalist** Dec-2019

EXPERIENCE

OVERSEAS CONTAINER LINE PVT. LTD



Senior Export Booking Officer Customer Support (CSV)

Oct 2020 – Present

Export Booking & Logistics Coordination

- Managed full export booking lifecycle; ensured accurate data entry and timely updates in systems.
- Aligned cargo readiness with vessel schedules; coordinated with logistics teams to meet cut-off times.
- Liaised with terminals and ports for container availability, gate-in timelines, and vessel readiness.

Client & Stakeholder Communication

- Supported Sales teams by validating rates and booking details to meet service-level agreements (SLAs).
- Maintained proactive communication with global key accounts (e.g., H&M, Adidas, IKEA, DHL, BAT).
- Resolved client issues, booking conflicts, and space constraints; escalated critical cases appropriately.

Operational Compliance & Risk Management

- Handled Dangerous Goods bookings in compliance with IMO and carrier regulations.
- Executed contingency plans for disruptions (short-landed/over-landed cargo, missed connections, COD cases).
- Conducted booking audits to ensure quality, documentation accuracy, and policy adherence.

Reporting & Process Improvement

- Prepared weekly performance reports on booking volumes, service trends, and delays.
- Identified workflow gaps and recommended enhancements to improve speed, accuracy, and customer satisfaction.

Training & Team Support

- Mentored junior staff on booking tools, procedures, and client interaction protocols.

PROFESSIONAL SKILLS

International Logistics

Supply Chain Planning

Microsoft PPT/word/Excel

Communication and Presentation

Team Collaboration

Customer Management

Customer Retention

Export Documentation

Proficiency in IRIS 2 and IRIS 4

Customer Satisfaction

Problem solving

Stress handling

Team Work

LANGUAGES

ENGLISH | URDU

EXPERIENCE

OVERSEAS CONTAINER LINE PVT. LTD



Documentation Officer- Import

Jul 2018 – Sep 2020

Customer Support (CSV)

Import Documentation & Compliance

- Managed full-cycle import documentation, ensuring accuracy, compliance, and timely cargo release.
- Processed Bills of Lading (B/L), invoices, delivery orders, refund papers, and packing lists.
- Maintained structured document records for internal audits and customs compliance.

Customs & Terminal Coordination

- Liaised with terminals and customs to resolve UIL (underlying shipment) issues and cargo discrepancies.
- Coordinated with internal teams for smooth handling of COD (Change of Destination) and ROB cases.

Client Communication & Claims

- Responded to inquiries regarding shipment status, detention invoices, and refunds.
- Handled detention/damage claims, prepared documentation, and coordinated with relevant departments.

System & Process Support

- Verified customer data in CPF systems; ensured operational accuracy.
- Contributed to system updates and workflow improvements for faster documentation handling.
- Trained junior staff on import procedures and documentation best practices.

OVERSEAS CONTAINER LINE PVT. LTD



Documentation Assistant- Export

Apr 2018 – Jun 2018

Customer Support (CSV)

Export Document Processing

- Assisted outbound documentation team with Bill of Lading (B/L) uploads and remittance processing.
- Ensured timely collection and verification of Shipping Instructions (SI) and related export documents.

Operational Coordination

- Coordinated with trade teams for ROB (Remain on Board) and COD (Change of Destination) cases.
- Supported document flow in alignment with carrier and port cut-off requirements.

Client & Internal Communication

- Handled customer queries professionally via email and phone.
- Collaborated with internal teams to ensure documentation completeness and accuracy.

Reporting

- Maintained accurate daily, weekly, and monthly reporting for export documentation tracking.