

SHUHAIB

Cargo Executive

50 Khalid Al Qula'e St., Sharjah • +971505339006 • shuhaibmusthafa.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.
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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