

# David Rajesh D Souza

## Senior Brokerage & Operations Officer

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### PROFILE

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As an experienced and focused Senior Brokerage & Operations Executive, I bring advanced skills in lead generation, exceptional communication, and comprehensive brokerage and cargo operations. My responsibilities have encompassed managing export and import operations, handling cargo manifestation, and delivering superior client service. My passion for improving service delivery, enhancing knowledge, and exceeding expectations drives me to continually seek out innovative solutions and foster strong client relationships.

With a focus on logistics and supply chain management, my tenure at UPS as a Brokerage Associate has been defined by tactical training and process optimization, enhancing efficiency and customer satisfaction. Previously, as a Senior Operations Associate at OPTIMISTIC EXPRESS LLC, I honed my expertise in brokerage and operations improvement, ensuring peak performance and contributing to the company's reputation for service excellence.

### PROFESSIONAL EXPERIENCE

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#### Brokerage Associate- Officer

*UPS Express Pvt Ltd*

11/2022 – present  
Bengaluru, India

- As a Brokerage associate, I spearhead a dedicated customer service team, ensuring that they deliver exceptional support to our clientele. This involves not only leading the team but also personally addressing and resolving escalations and inquiries from customers, particularly those related to GBS (Global Business Services).
- A significant portion of my role revolves around customs compliance and the accurate classification of goods. Leveraging my in-depth understanding of Indian customs regulations, I am responsible for classifying goods appropriately and filing necessary documentation with customs authorities. This includes proficiently managing systems like ERN, OPSYS, and ISPSYS, overseeing tasks such as merging T-files and handling bonding procedures to ensure seamless operations and compliance.
- Moreover, I play a pivotal role in managing customs queries and facilitating the clearance of goods, ensuring prompt responses and efficient resolution of issues. Alongside these responsibilities, I generate Daily Sales Reports (DSRs) and evaluate team performance at the end of each day, providing valuable insights to drive continuous improvement.

#### Senior Operations Associate

*OPTIMISTIC EXPRESS LLC*

02/2021 – 10/2022  
Bengaluru, India

- In my role as a Senior Operations Associate, I oversee critical aspects of logistics to ensure smooth and efficient operations. Central to this is inventory control, where I manage levels and movements meticulously to optimize efficiency and minimize costs. Warehouse operations also fall under my purview, and I ensure seamless functioning, from receiving goods to their shipment, to maintain an efficient flow.
- Transportation coordination is key, as I schedule shipments and optimize routes to enhance efficiency and reduce lead times. Additionally, I ensure strict adherence to customs regulations for imports and exports, minimizing risks of delays or penalties.
- Vendor relations are crucial, and I nurture relationships with suppliers and logistics partners for smooth collaboration and reliable service delivery. Continuous monitoring of key performance indicators (KPIs) helps assess logistics efficiency, identifying areas for improvement.

- Leveraging logistics technology is vital, and I ensure effective utilization to streamline operations. Customer service remains a priority, and I address inquiries and resolve issues promptly. Lastly, staying updated on industry regulations ensures full compliance in all operations, maintaining standards and integrity throughout the supply chain.

#### **Senior Operations Officer**

*Aramex India Pvt Ltd*

02/2018 – 01/2021  
Bengaluru, India

- As a Senior Operations Officer in logistics, my role encompasses a broad range of responsibilities critical to the efficient functioning of the supply chain. Collaborating closely with stakeholders, I contribute to strategic planning efforts, ensuring that logistics operations are aligned with organizational objectives and optimized for success.
- Central to my role is leadership, where I provide guidance and direction to operational teams, empowering them to execute tasks effectively and efficiently. I am deeply involved in process improvement initiatives, constantly analyzing workflows to identify inefficiencies and implementing enhancements that streamline operations and drive cost savings.
- Inventory management is a key focus area, as I oversee all aspects of warehouse operations, from receiving and storage to picking, packing, and shipping. This involves maintaining optimal stock levels and ensuring accurate inventory records to prevent stockouts or overstock situations.

#### **Senior customs clearance executive**

*Everest International Express*

08/2014 – 01/2018  
Bengaluru, India

- As a Senior Customs Clearance Executive in logistics, my role revolves around ensuring the smooth passage of goods across international borders while adhering to customs regulations. This encompasses a range of duties aimed at facilitating efficient customs clearance processes and maintaining compliance.
- A significant aspect of my responsibility involves the meticulous preparation and review of customs documentation. This includes import/export declarations, invoices, packing lists, and certificates of origin. Accuracy in these documents is paramount to ensure compliance with customs regulations.
- I work closely with customs officials to coordinate the clearance of goods, submitting all necessary documentation and addressing any issues or discrepancies that may arise during the process. Determining the correct tariff classification of goods and accurately calculating customs duties, taxes, and fees are also integral parts of my role.
- Staying informed about changes in customs regulations, trade agreements, and import/export restrictions is essential to ensure compliance and avoid potential penalties or delays. I communicate regularly with clients to provide guidance on customs clearance procedures, answer inquiries, and keep them updated on the status of their shipments.
- Effective coordination with vendors, suppliers, and freight forwarders is crucial for timely submission of documentation and smooth customs clearance processes. Additionally, maintaining meticulous records of customs clearance activities allows for transparency and accountability in auditing and compliance.

## **EDUCATION**

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#### **Bachelor of Commerce**

*Annamalai University*

2009 – 2012  
Annamalai, India

#### **Pre- University in Commerce**

*St. Aloysius College*

2007 – 2009  
Mangaluru, India

#### **Diploma in Information Technology**

*St Aloysius P.U. College*

2008  
Bengaluru, India

## **SKILLS**

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### **Core Qualifications**

- Collaborative Partner
- Strategic Thinker
- Building Client Relationships
- Time Management
- Management Reports
- Superior Client Service Skills
- High Commitment towards Responsibilities
- Innovative Leader
- Communication Skills
- MS Office Expertise
- Ground Reports
- Advanced Excel Knowledge
- Comprehensive Problem-Solving Abilities
- Quick Self-Learning Capabilities

Communication

Customer Experience

Key Performance

Indicators

Performance Metrics

Presentations

Customer Journey

Mapping

Customer Journeys

Customer-Focused

Selling

Journey Mapping

Root Cause Analysis

Analytical Skills

Customer Relationship

Management (CRM)

Customer Service

Leadership

Management

Microsoft Office

Project Management

Team Leadership

Team Management

### **Logistics and Supply Chain**

- Logistics Coordination
- Supply Chain Optimization
- Inventory Management
- Freight Forwarding Expertise
- Warehouse Operations
- Demand Forecasting
- Supplier Relationship Management
- Transportation Management
- Customs Compliance
- Risk Management
- Cross-functional Collaboration
- Technology Integration
- Continuous Improvement
- Regulatory Compliance
- Crisis Management
- Customer Experience Strategy
- Data Analysis
- Process Optimisation
- Customer Journey Mapping
- Employee Training and Development
- Root Cause Analysis
- Performance Metrics
- Stakeholder Collaboration

### **Customs and Filings**

- Customs Documentation Proficiency
- Tariff Classification Mastery
- Duty Calculation Accuracy
- Customs Compliance Adherence
- Regulatory Knowledge
- Communication with Authorities
- Client Support
- Vendor Coordination
- Record-Keeping Proficiency
- Risk Management

### **LANGUAGES**

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English

Hindi

Malyalam

Tamil

Kannada

Konkani