

ASHFIN PG

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Professional Summary

Results-driven Logistics Coordinator with 4 years of experience in supply chain operations, documentation, shipment tracking, Customer Service, and vendor coordination. Skilled in optimizing processes, reducing costs, and ensuring timely delivery across international and domestic channels. Proficient in ERP systems, MS Office, and logistics software. Strong communicator with proven ability to collaborate with cross-functional teams and deliver efficient logistics solutions.

Core Skills

- Logistics Coordination & Documentation
- Supply Chain & Inventory Management
- Import/Export Operations
- Freight Forwarding & Customs Clearance
- Vendor & Transporter Coordination
- Customer Service & Invoice processing
- ERP & Logistics Software (SAP / Oracle / Tally)
- MS Excel (Pivot Tables, VLOOKUP, Reports)
- Order Processing & Tracking
- Problem Solving & Cost Optimization

Professional Experience

Customer Service and Billing Coordinator

[Al Ansari Exchange LLC], Abu Dhabi, UAE | Dec 2022 – Sep 2025

- Review and process invoices, reconcile billing discrepancies, and ensure timely submission to clients or third-party vendors.
- Collaborate with internal departments (finance, sales, legal, and operations) to verify contract terms, project milestones, and billing details.
- Maintaining the tracker for the monthly billing and providing it to concerned department for their review and confirmation.
- Maintain accurate records of all billing transactions, including adjustments, credits, and collections activity.

- Identify and implement process improvements to increase efficiency and reduce errors in billing operations.
- Prepare detailed billing reports and metrics for management review and decision-making.
- Arranged and scanned signed acknowledgment copies of invoices and provided them to the Accounts Receivable team upon request.
- Dispatched hard copy invoices to clients and submitted soft copies to clients who opted out of receiving physical invoices.
- Greeted and interacted with customers in the branch, providing relevant application forms and clear product information.
- Handled customer inquiries and complaints, escalating issues to the appropriate department for timely resolution in coordination with Branch Manager (BM) or Assistant Branch Manager (ABM).
- Reported serious incidents involving customers or staff to Branch Manager and Area Manager, and completed additional ad-hoc tasks as assigned.

Logistics Coordinator

Abreco Freight LLC, Cochin, Kerala India | Sep 2017 – July 2022

- Coordinated daily logistics operations including shipment planning, customs documentation, and delivery scheduling.
- Tracked shipments to ensure on-time delivery, minimizing delays by 20%.
- Negotiated with freight forwarders and vendors, reducing transportation costs by 10%.
- Prepared invoices, delivery notes, and maintained accurate logistics records.
- Collaborated with sales and procurement teams to ensure smooth order processing.
- Handled import/export documentation (Bill of Lading, Airway Bill, Packing List, Commercial Invoice).
- Provided timely support and accurate information to customers' inquiries and issues, ensuring responses within agreed service levels.
- Coordinated with origins, destinations, customers, and internal departments to manage inspections, certifications, legalizations, and special shipment processes, enhancing customer satisfaction.
- Prepared and shared SOPs/routing orders with customers, including waybill numbers and estimated arrival dates; updated job files and verified documents, services, and costs before forwarding to operations.
- Handled and resolved client claims and disputes, prepared detailed reports, and escalated issues for management review in line with company SOPs.
- Liaised with sea and land vendors, operations teams, and customs officials to provide shipment updates and ensure timely receipt of status reports and proof of delivery (POD).
- Generated inbound/outbound status reports, stock movement updates, ageing reports, billing summaries, and other documentation as required by management or customers.

- Monitored and reported daily and monthly KPIs, followed up with internal and external stakeholders on costs/charges, and ensured timely submission to billing for invoicing.
- Identified and escalated potential risks, challenges, and process improvement opportunities to management.
- Supported management with additional duties and special projects to meet business requirements.

Logistics Assistant (Internship)

[GSN Freight Forwarding], Bangalore, India | Jan 2015 – Aug 2016

- Supported the logistics team in shipment documentation and scheduling.
- Assisted in warehouse inventory checks and order preparation.
- Gained hands-on experience in ERP systems and freight tracking tools.

Education

- Bachelor Of Commerce In Accounting & Finance Bharathiar University – India 2017 – 2019

Certifications

- Post Graduate Diploma in Indian and Foreign Accounting
- SAP Business One Accounting & Logistics
- Tally ERP 9 – Certificate of Merit
- Shipping and Logistics – STED Council, India
- Aptis Forward Thinking & English Testing – British Council