



Abdul Rasheen Shajahan

Operations Executive

Dynamic and detail-oriented Operations Executive with over three years of experience in logistics, transportation, warehousing, and project management. Proven expertise in supply chain optimization, inventory control, and effective communication to ensure seamless operations. Adept at managing daily logistics operations, shipment scheduling, and order fulfillment, while ensuring efficiency and customer satisfaction. Strong track record of improving operational processes, resolving delivery issues, and maintaining accurate records. A reliable team player with a commitment to achieving operational excellence and efficiency.

Experience

Operation Executive

DHL Express

Apr 2021 – Present

- **Logistics Management:** Manage daily logistics operations, including shipment scheduling, order fulfillment, and inventory control to ensure on-time deliveries.
- **Shipment Coordination:** Coordinate the flow of goods between suppliers and customers, liaising with carriers, warehouse staff, and stakeholders for seamless operations.
- **Problem Solving:** Resolve delivery issues and ensure customer satisfaction by maintaining detailed records of logistics activities.
- **Inventory Control:** Oversee inventory management, ensuring accuracy and efficiency in stock levels and product availability.
- **Communication:** Maintain open communication with stakeholders to ensure smooth operations and provide updates on shipment status.
- **Team Collaboration:** Work closely with warehouse staff, drivers, and other teams to ensure operational efficiency and meet customer expectations.
- **Performance Tracking:** Monitor operational performance and implement improvements to increase efficiency and reduce delays.
- **Customer Support:** Provide exceptional customer service by addressing customer concerns and resolving shipment-related issues promptly.

Data Entry Operator and Billing Executive

SR Traders

Mar 2020 – Jan 2021

- **Data Entry:** Managed data entry tasks, ensuring accurate and timely input of charges, receipts, and other important information into the system.
- **Administrative Support:** Assisted in daily administrative functions, including accounts management, filing, and document processing.
- **Billing Management:** Processed bills and invoices for various clients, ensuring accuracy and timely dispatch.
- **Record Maintenance:** Maintained accurate records of financial transactions, ensuring data consistency and reliability.
- **Customer Interaction:** Handled customer queries related to billing issues and provided resolutions.
- **Data Backup:** Performed regular backups to ensure the security and integrity of data.
- **Process Optimization:** Identified opportunities for improving data entry processes and implemented changes to increase efficiency.
- **Documentation:** Prepared and organized documentation for easy access and retrieval.

Contact

Phone

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Email

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Location

Burdubai, Dubai, United Arab Emirates

Education

Bachelor of Computer Application

Muslim Arts and Science College,
2015 - Grade: 3/5

Skills

- Inventory Management
- Transportation Coordination
- Logistics Management
- Operational Management
- Technology Proficiency
- Supply Chain Optimization
- Shipment Scheduling
- Order Fulfillment
- Data Entry
- Billing Management
- Communication
- Documentation and Recordkeeping
- Customer Service
- Problem Solving
- Performance Tracking
- Team Collaboration
- Time Management
- Data Management
- Process Improvement
- Stakeholder Coordination

Computer Skills

- MS Office Suite (Word, Excel, Tally, PowerPoint)
- ERP Software
- Data Entry Systems
- Google Workspace
- Inventory Management Software

Achievements & Awards

- Support Partner of the Month, January 2022
- Performance Excellence Award, July 2017

Languages

- English : Proficient
- Hindi : Proficient
- Malayalam : Native
- Tamil : Native
- Arabic : Beginner

References

Saud Mehri
UAE MERN HUB Supervisor
DHL Express
Jabel Ali Free Zone
United Arab Emirates
Ph: +971 564123607

Data Entry Operator

Al Ameen Trading Company
Jan 2018 – Dec 2019

- Data Entry: Responsible for entering customer and account information into the system within deadlines.
- Accuracy: Ensured high levels of accuracy in entering and maintaining company records.
- Document Management: Organized and managed source documents for easy access and retrieval.
- Data Validation: Ensured the accuracy of data by validating the information entered and making necessary corrections.
- Timely Updates: Updated customer information and account details as required by the company.
- Coordination: Worked closely with other departments to ensure that data was consistent and up-to-date across systems.
- Report Generation: Assisted in generating reports based on the entered data for decision-making purposes.
- Quality Control: Checked data entries for errors and maintained high standards of data quality.

Document Specialist

RR Donnelley India Outsourcing Pvt Ltd
Nov 2015 – Nov 2017

- Document Management: Developed and maintained an efficient filing and archiving system for easy record retrieval.
- Data Compliance: Ensured adherence to data management standards and consistent documentation practices across the organization.
- Documentation Support: Provided documentation support to various departments, ensuring proper handling of records.
- Collaboration: Worked with colleagues to ensure that documentation practices were followed across teams.
- Record Retrieval: Implemented procedures to retrieve records efficiently and in a timely manner.
- Process Improvement: Suggested and implemented improvements in document management procedures.
- Confidentiality: Ensured the confidentiality and security of sensitive documents.
- System Optimization: Improved the document management system to increase efficiency and reduce errors.

Dear Hiring Manager,

I am writing to express my interest in the Operations Executive position. With over three years of experience in logistics, transportation, and project management, I have developed a comprehensive understanding of supply chain optimization and operational management. My experience at DHL Express has honed my ability to manage shipment scheduling, order fulfillment, inventory control, and ensure seamless operations across multiple teams. I am passionate about delivering excellent customer service while maintaining operational efficiency.

In my current role at DHL Express, I have demonstrated my ability to successfully coordinate the flow of goods between suppliers and customers, monitor shipments, resolve delivery issues, and maintain detailed records of logistics activities. I pride myself on my strong communication skills, which allow me to collaborate effectively with stakeholders and ensure that all logistics operations run smoothly. Additionally, my previous experience as a Data Entry Operator and Billing Executive has helped me develop attention to detail, accuracy, and time management skills, making me an asset to any team.

I am confident that my expertise in logistics management, coupled with my dedication to achieving operational excellence, would make me a valuable asset to your team. I would welcome the opportunity to discuss how my skills and experience align with your company's needs. Thank you for considering my application. I look forward to the possibility of contributing to your organization.

Sincerely,

Abdul Rasheen Shajahan