

# ISAF HUSSAIN

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## PROFESSIONAL SUMMARY

I am a very well-organized courier operations specialist with practical knowledge of dispatch coordination, delivery procedures, and logistics effectiveness. Demonstrated capacity to provide excellent service levels by streamlining daily courier operations, promptly resolving delivery problems, and successfully communicating with teams and clients.

## WORK HISTORY

### **Operations executive, 10/2024 - Current**

#### **Economic courier and freight services - Abu Dhabi, United Arab Emirates**

- Oversaw daily operations, ensuring smooth running of the business.
- Managed inventory for smoother production flow.
- Answered calls promptly resolving or escalating issues to maintain client satisfaction.
- Coordinated logistics, resulting in on-time deliveries.
- Supported team members by sharing tools, templates, trackers and databases for effective team collaboration and knowledge sharing, offering additional training as required.
- Managed and maintained comprehensive documentation for operational processes.
- Managed daily courier operations including parcel pickup, tracking, and delivery coordination.
- Handled end-to-end shipment processes through company portals and mobile tracking systems.
- Prepared and maintained Excel-based reports, including Pivot Tables, to analyze delivery data.
- Monitored timely delivery of consignments, resolving on-ground issues swiftly.
- Communicated shipment tracking details to clients, ensuring customer satisfaction.
- Coordinated with internal teams to address delivery delays and implement solutions.
- Maintained accurate shipment and operational records.
- Managing sensitive Documents Like BLS India Passports, BLS Spain and Rak bank, ensuring confidentiality and timely delivery to Clients.

### **Operations executive, 07/2022 - 04/2023**

#### **Apl Logistics - Chennai, India**

- Assisted in the preparation of export documentation including invoices, packing lists, and certificates of origin.
- Coordinating international shipments with freight forwarders, customs brokers, and other logistics providers.
- Preparing and submitting customs declarations and other required documentation.
- Exploring and evaluating different shipping methods (e.g., air, sea, land) to optimize costs and delivery times.
- Coordinated logistics, resulting in on-time deliveries.
- Oversaw daily operations, ensuring smooth running of the business.

- Organised workflow schedules, ensuring timely completion of tasks.
- Worked with various teams to address operational challenges and find solutions.
- Handled customer queries promptly, enhancing customer satisfaction levels.

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## SKILLS

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| <ul style="list-style-type: none"><li>• MIS report</li><li>• Transport and logistics management</li><li>• Performance KPI monitoring</li><li>• Warehouse Management System</li><li>• Dispatch Management</li><li>• Route Planning &amp; Optimization</li><li>• Shipment Tracking &amp; Monitoring</li><li>• RTO (Return to Origin) Handling</li><li>• Daily Operational Reporting</li><li>• MIS Report Preparation</li></ul> | <ul style="list-style-type: none"><li>• Inventory &amp; Parcel Handling</li><li>• Customer Communication &amp; Issue Resolution</li><li>• Ms Excel (pivot tables &amp; Data filtering)</li><li>• Team Collaboration &amp; Shift Coordination</li><li>• Operational Performance Analysis</li><li>• Daily/Weekly MIS Reporting</li><li>• Manifest &amp; Data Entry</li><li>• Invoice preparation</li><li>• KPI tracking</li><li>• Outlook Mail Handling</li></ul> |
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## EDUCATION

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**Bachelor of Commerce:** General, 06/2019 - 05/2022

**B.S. Abdur Rahman Crescent Institute of Science & Technology** - Chennai , India

**Master of Business Administration:** International Business management, 08/2023 - 08/2024

**Westford University College** - Sharjah - Merit

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## LANGUAGES

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**English**

Upper intermediate

**Hindi**

Elementary

**Tamil**

Native

**Malayalam**

Elementary