

MUHAMMED SHANID S

LOGISTIC EXECUTIVE | CUSTOMER SERVICE | DOCUMENTATION

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PROFILE

I am seeking a role in a company where I can contribute my ideas and be mentored towards a successful career. Having knowledge in international freight forwarding, Documentation, Export/Import, Air, Sea, Land transportation, Inventory management and with good coordination. I am well organized and an excellent team player.

EXPERIENCE

FLG Shipping And Logistics LLC, Dubai – Present

Documentation:

- Submission Of Document (Bill Of Lading, Airwaybill, Custom Clearance)
- Documents Submission To Dubai Customs
- Requesting The Delivery Order To Dubai Trade

Relocation:

- **Inventory Receiving, Picking, Packing, Transporting**
- **Calculating The Measurements of cargo**
- **Stock checking**

Customer Service:

- **Receiving And Replying Email Enquiries**
- **Telemarketing**
- **Customer Service**

JUNIOR EXECUTIVE IN CUSTOMER SERVICE AND DOCUMENTATION

Freight connect solution (back-end office of Frontline Logistics L.L.C.) – India

- Receiving and responding to email enquiries.
- Monitoring Export / Import end to end process.
- Handling pricing (local customers and agent nominations).
- Maintenance of customer and supplier price updates, Price negotiation with agents.
- Maintained good relationship with customers through coordination.
- Operations, Agent communication, Customer service, Booking confirmation, pricing.
- Submission of Documents. (Bill of Lading, Air Way Bill, Cargo Manifest)
- Network Marketing, Tele Marketing & Agency Marketing.
- Secure rate from main carriers online Portal and Schedule Booking
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Sending company greetings to agents and direct customers

EDUCATION

- **INTERNATIONAL PG DIPLOMA IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT**
(Frontline Academy of Logistics, Kerala, India)
- **CILT UK CERTIFICATION IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT**
(Frontline Academy of Logistics, Kerala)
- **NSDC CERTIFICATION IN LOGISTICS AND SHIPPING MANAGEMENT**
(Frontline Academy of Logistics, Kerala)
- **BCOM COOPERATION**
(Kannur University, Kerala)

SKILLS

- Data Analysis
- Organization Skills
- Presentation Skills
- Communication
- Inventory Management
- pricing
- Adaptability
- Customer Service
- Team Leadership

COMPUTER SKILLS

- Microsoft Office
- Outlook
 - Advance Excel
 - Word
 - Power Point.

LANGUAGE SKILLS

- English
- Malayalam
- Hindi (Basic)

PERSONAL DETAILS

- VISA: Visit Visa
- Passport No: SO232613