



Madhu Mohan S

Customer service/Operations Executive

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Dubai, United Arab Emirates Visit

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Professional Summary

Logistics and cargo operations professional with 8+ years of experience across air freight, warehouse management, and supply chain coordination. Proven ability to optimize distribution processes, reduce operational costs, and ensure compliance with international trade regulations. Skilled in team leadership, cargo documentation, and end-to-end import/export operations. Adept at improving efficiency in high-volume, fast-paced logistics environments.

Professional Experience

08/2022 – 08/2025
Doha, Qatar

Qatar Aviation Services

Cargo Customer Service Agent

- Delivered frontline cargo customer service, assisting clients with import/export inquiries and shipment status updates.
- Coordinated with airlines, freight forwarders, and customs to resolve service issues quickly and maintain customer satisfaction.
- Managed import/export documentation and ensured compliance with IATA and customs regulations.
- Supported courier operations and cargo handling, maintaining high accuracy in processing hundreds of daily shipments.
- Improved customer experience by streamlining communication processes, reducing service response times by 20%.

04/2021 – 07/2022
Thiruvananthapuram,
India

Farmers Fresh Zone

Distribution Center Supervisor

- Supervised daily warehouse operations, ensuring compliance with company policies.
- Optimized warehouse layout to maximize space utilization and improve material flow.
- Implemented process improvements that reduced operational costs by 12% and boosted efficiency across the supply chain.

03/2019 – 01/2020
Ernakulam, India

FQS Cargobox Logistics Pvt. Ltd.

Operations Supervisor

- Led operations teams to achieve productivity targets, improving workflow efficiency by 10%.
- Strengthened customer satisfaction by building relationships with logistics partners and key stakeholders.
- Monitored service KPIs, ensuring alignment with business goals.

06/2018 – 02/2019
Hyderabad, India

GMR Hyderabad Air Cargo

Warehouse Coordinator

- Coordinated inter-departmental communications to resolve logistical challenges.
- Streamlined warehouse processes, reducing order fulfillment time by 20%.
- Maintained accurate stock levels and improved inventory control systems.

01/2018 – 05/2018
New Delhi, India

CargoPeople Logistics & Shipping Pvt. Ltd.

Documentation Executive

- Developed standardized documentation protocols, reducing paperwork errors by 30%.
- Supported import/export cargo operations through accurate documentation and compliance checks.

12/2014 – 06/2017
Dubai, UAE

Emirates SkyCargo

Cargo Handling Assistant

- Oversaw cargo build-up and breakdown, ensuring safe handling of shipments.
- Managed loading and unloading operations for 200+ daily shipments with adherence to safety standards.
- Prepared shipping documentation, facilitating smooth customs clearance,

Education

2022 – 2023
Thiruvananthapuram,
India

Executive MBA in Logistics, Materials & Supply Chain Management

National Institute of Business Management (NIBM)

2009 – 2012
Neemrana, India

Bachelor's Degree in Avionics Maintenance Technology

School of Aeronautics

Core Competencies

- Cargo & Freight Operations (Air, Import/Export)
- Process Optimization & Cost Reduction
- Client & Stakeholder Relationship Management
- Warehouse & Distribution Management
- Team Leadership & Staff Training
- Customs Documentation & Compliance (IATA)
- Transportation & Inventory Planning

Languages

English

Hindi

Malayalam

Certifications

Logistics Management
(Sep 2022)

Inventory Management
(Sep 2022)

Supply Chain Management
(Jul 202)