

KATHERMOHAIDEEN A

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Summary

Results-driven Operations Executive with 4 years of experience in overseeing and optimizing logistics operations for Household shipments Imported from Gulf. Adept at managing end-to-end logistics processes, including transportation, warehousing, and documentation. Known for exceptional problem-solving skills, meticulous attention to detail, and a strong commitment to customer satisfaction. Proven ability to collaborate effectively with clients, carriers, and cross-functional teams to drive successful logistics outcomes.

Experience

Operations Executive

ABS Courier Service • Delhi

11/2020 - 09/2024

- Prepare, review, and manage key documents such as Packing Lists, Customs Clearance Manifests, Delivery manifests and Delivery reports to ensure accuracy and adherence to regulatory and company standards.
- Verify document accuracy and completeness before the Submission for Clearance process.
- Track and report on document processing times and status to ensure timely completion of document-related tasks.
- Coordinated with carriers, customs brokers, and warehouse personnel to ensure smooth movement of goods.
- Provided customer support by addressing inquiries, resolving issues, and offering solutions to enhance the client experience.
- Monitored and managed shipment schedules, ensuring adherence to deadlines and minimizing delays through effective communication and problem-solving.
- Resolved conflicts or discrepancies related to shipments, such as damaged goods or incorrect deliveries.
- Maintain comprehensive records of all document transactions, revisions, and communications to ensure traceability and accountability.

Skills

Logistics Coordination, Documentation Management, Customer Service, Attention to Detail, Problem-Solving, Organizational Skills, Time Management, Adaptability, Microsoft Office

Education

Bachelor's Degree in Civil Engineering

Chendhuran College of Engineering and Technology • Pudukkottai, Tamil Nadu

04/2019

Languages

English, Tamil, Hindi