

## **MUSTAFA KOTWAL**

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### **JOB ROLE:**

Commerce Graduated | Open to All Job Roles.

### **PROFESSIONAL SUMMARY:**

Organized and dependable candidate, successful at managing multiple priorities with a positive attitude. Willingness to take on additional responsibilities and support team success with a positive attitude.

### **KNOWLEDGE & SKILLS:**

- Excellent communication skill with fluency in spoken English.
- Self-motivated and hard working.
- Fast learner, flexible with work hours and environments.
- Strong verbal and written communication.
- Ability to perform under pressure and meet deadlines.
- Professional Strength
- Team player and capable of working independently.
- Reliable, punctual, and sincere.
- Enthusiastic and hardworking

### **EDUCATION:**

- Bachelor of Commerce - B. Com
- Graduated in 2021 From Bhopal Nobles' University, Udaipur (India).
- Higher Secondary - Rajasthan Board, India
- Secondary - Rajasthan Board, India

### **LANGUAGES:**

- Hindi (Read), (Write), (Speak)
- English (Read), (Write), (Speak)

### **COURSES & CERTIFICATION:**

- Customer Service Problem solving & Troubleshooting – LinkedIn Learning
- Digital Advertising – HubSpot Academy

## **COMPUTER SKILLS:**

- Microsoft Windows & Apple OS
- Microsoft Office (Microsoft Word, Excel & PowerPoint)
- Microsoft Outlook
- Scanning Technology
- Advanced Internet Search

## **WORK EXPERIENCE:**



### **May International Shipping & Logistics Co. (June 2025 – Present)**

Job Role: Sales & Marketing Executive

Location: Dajeej, Farwaniya

- Generated new business opportunities by promoting freight forwarding, NVOCC, and logistics solutions across multiple trade lanes.
- Negotiated freight rates and service contracts with carriers, airlines, and 3PL partners to secure competitive advantages.
- Built and managed strong client relationships, delivering tailored logistics solutions to maximize customer satisfaction.
- Conducted market analysis on pricing trends, competitor activity, and cargo flows to identify revenue opportunities.
- Coordinated with operations, documentation, and finance teams to ensure smooth shipment execution and timely collections.
- Achieved and exceeded sales targets through strategic planning, consultative selling, and effective marketing campaigns.



### **National Express Company (April 2024 – May 2025)**

Job Role: Freight Operations Executive.

Location: Shuwaikh, Kuwait

- Execute operational plans and strategies that align with company objectives.
- Monitor and analyze operational performance metrics to identify areas for improvement.
- Collaborate with various departments to ensure smooth operational workflows and communication.
- Support project management activities related to operational initiatives.
- Oversee and manage shipment schedules and deliveries.
- Coordinate with clients, suppliers, and transport teams to ensure smooth operations.
- Track and monitor shipments to ensure timely delivery.
- Resolve operational issues while maintaining compliance with regulations.
- Prepare reports on operational performance and suggest improvements.
- Preparing and managing all necessary shipping documents, including bills of lading, invoices, and customs paperwork.
- Monitoring freight costs and working to optimize shipping expenses while maintaining service quality.
- Ensuring that all operations comply with relevant regulations and standards in the transportation industry.
- Addressing any logistical challenges that may occur during the shipping process and finding effective solutions.
- Created and managed job files utilizing Dynamic Software.
- Responsible for generating quotations using Fresa Technologies software.
- Facilitated effective communication through Zoiper Software.



## Ship Hold Shipping & Logistics Co. (Jan 2023 – Feb 2024)

Job Role: Sales & Operations Executive.

Location: Kuwait City

- Utilize logistics to optimize procedures.
- Answering customer queries.
- Coordinate timely and accurate shipments.
- Engage in regular communication with clients.
- Plan and track the shipment of final products according to customer requirements.
- Keep records of Shipment orders.
- Develop new customers in the area.
- Coordinating and monitoring supply chain operations.
- Manage inventory databases.
- Ensure accuracy of orders and shipping documents.
- Prepare shipment invoices and billing documents.

### PERSONAL DETAILS:

Name	:	Mustafa Kotwal
Birth Date	:	16- June- 1999
Nationality	:	Indian
Marital Status	:	Single
Residency Status	:	Article 18 (Transferable)
Religion	:	Muslim
Civil ID number	:	299061603066
Driving License	:	Not Available

### REFERENCES:

Available Upon Request

### DECLARATION:

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Place: Kuwait

Name: Mustafa Kotwal