

# Jesintha Ashokkumar

Senior Associate – Customer Service and Operation DXB



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28-11-2000



Single



## SKILLS

- Shipment handling & Tracking
- Operations
- Documentation
- Calogi
- ADM
- Deconsolidation
- Delivery Advise
- Air Manifestation
- Bill Of Entry
- Customer coordination
- Dubai Trade
- Cargo Transfer
- Customs Clearance
- Transportation Management
- DDP
- DAP
- Billing
- Delivery order
- Demurrage & Detention
- Shipping line portal
- Leadership
- Problem Solving & Decision Making
- Warehouse management
- ERP (Flotilla)



## LANGUAGES

English

Tamil

Telugu



## PROFILE

Freight Forwarding associate with hands on experience in handling import operations in Dubai. Skilled in shipment coordination, documentation, and customer service. Experienced in working with Dubai Trade and customs procedures to ensure timely deliveries. Able to manage end-to-end shipping processes while maintaining good relationships with clients and improving overall efficiency.



## ORGANISATIONS

### WIZ LOGTEC FREIGHT LLC – DXB

Senior Associate - Air Import

2023 – present | Chennai, India

#### Key Responsibilities

- Continuously track the shipment's progress through each stage of its journey, from departure to arrival.
- Provide real-time updates to clients on the status of their shipments, ensuring transparency and effective communication
- Ensure deconsolidation is completed prior to the arrival of perishable cargo to facilitate timely collection at the dock
- Upon arrival at Dubai International Airport, ensure DNATA or Emirates is notified not to proceed with deconsolidation of the general cargo.
- Filing cargo transfer to move the shipment to the warehouse.
- Ensure air manifest is submitted in Dubai Trade and Delivery Advice (DA) is released promptly to inform cargo availability.
- Liaise with clients to confirm clearance instructions and prepare customs documentation accordingly.
- Verify and apply appropriate HS codes to ensure correct calculation of duties and taxes
- Upon completion of customs clearance, ensure timely delivery of the cleared cargo to the consignee's warehouse
- Monitor the transportation process to ensure timely delivery of cargo to the consignee's warehouse, while maintaining secure handling and full compliance with all applicable regulations

## EDUCATION

### MBA LOGISTICS & SUPPLY CHAIN MANAGEMENT

Madras University

2022 – 2024 | Chennai, India

### B.COM GENERAL

C.S.I Women's Christian college

2018 – 2021 | Chennai, India

## ADDITIONAL KNOWLEDGE

### AIR EXPORT PROCESS

- Placing Booking
- AWB draft
- Arranging Pickup
- Placing ADM
- Customs Clearance
- Handover the cargo at Dnata
- Execution of the AWB
- Releasing the pre-alert Documents

### Customer service

DAP Air Import– Customer Service

- Share pre-alert with consignee (includes AWB, invoice, packing list).
- Confirm Incoterms: **DAP (Delivered at Place)** – shipper covers freight & delivery, **consignee pays duties/VAT**.
- Monitor shipment ETA using airline portals (e.g., Emirates SkyCargo, DNATA tracking).
- Ensure timely issuance of Delivery Advice to enable the consignee to process the Bill of Entry with Dubai Customs
- Once customs clearance is completed, coordinate local transportation for timely delivery to the consignee's location.
- Ensure the cargo is delivered in good condition.
- Collect **Proof of Delivery (POD)** and close the shipment file.

### DDP Air Import – Customer Service

- Track flight details and arrival at Dubai International Airport.
- Share pre-alert internally (including MAWB, HAWB, invoice, packing list, and permits).
- Confirm that the shipment is under **DDP terms** (seller pays all costs including duties/VAT).
- Ensure timely issuance of Delivery Advice to enable to process the Bill of Entry with Dubai Customs.
- Once clearance is done arrange transportation from the airport warehouse to the consignee's premises.
- Ensure the cargo is delivered in good condition.
- Collect **POD** and close the shipment file.

## SKYBRIDGE FREIGHT SOLUTIONS, DXB

Operations Executive -Ocean Import

2022 – 2023 | Chennai, India

### Key Responsibilities

- Receive shipping requests from clients and gather complete information about the goods, including any special handling or documentation requirements
- Ensure all shipment documents are accurate and coordinate with carriers to monitor BL status, expected arrival, and free time at destination
- Tracking shipments using various tracking tools and systems to monitor the status of shipments and provide clients with regular updates.
- Arranging the delivery order collections upon vessel arrivals Applying delivery orders on Dubai Trade Issuing the delivery orders in Dubai Trade for console shipment
- Processing the customs bill of entries for Local & Free Zone Shipments Submitting the customs documents on time
- Able to quickly analyze and resolve any issues that arise during the shipment process, such as customs delays or lost or damaged goods.
- Coordinating with transporter to schedule pick-up and delivery of good at customer warehouse

## HONOUR

### WIZ LOGTEC FREIGHT LLC

Performer of the month

Jul 2024