



GANA D B

CUSTOMER SERVICE REPRESENTATIVE CUM
LOGISTIC COORDINATOR



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ganadb44@gmail.com



Dubai, UAE

SKILLS

- Warehouse Management Systems
- ERP Systems
- Customer Service
- Inventory Control
- Supply Chain Operations
- Transportation Management
- Operations Management
- Scheduling Coordination
- Invoicing
- Back Office Operations
- Outlook
- Vendor Management
- Microsoft Excel – Vlookup, Pivot table
- Leadership

EDUCATION

Diploma In Computer Engineering

NTTF

2011 - 2014

About Me

I am a committed logistics office executive and customer service representative, driven by a deep passion for providing outstanding service and enhancing operational efficiency. I excel in dynamic, fast-paced settings where I can utilize my skills to tackle complex challenges and support organizational success. My objective is to obtain a challenging role that enables me to utilize my expertise in logistics and customer relations while offering opportunities for ongoing learning, professional development, and meaningful contributions to a competitive, results-oriented workplace.

WORK EXPERIENCE

Customer service representative cum Logistic
Coordinator

June 2025 – present

MAXX LOGISTICS FZCO – JAFZA SOUTH

- Documentation for export shipments, including commercial invoices, packing lists, customs paperwork, consignee details, and dispatch documents.
- Coordinating container stuffing and capturing stuffing photographs.
- Issuing Jafza freezone gate passes via PCFC.
- Preparing documentation such as invoices, packing lists, and delivery notes using the ERP system or Microsoft Excel.
- Booking cargo with the forwarder designated by the buyer.
- Arranging logistics and transportation for the dispatch of goods.
- Managing documentation for sample or collection shipments.
- Scheduling and booking courier services with FEDEX, DHL, UPS, and TNT.
- Generating carton labels.
- Arranging Certificates of Origin (COO).
- Maintaining files for both internal and external correspondence
- Implementing online invoicing and packing lists through the ERP system.
- Quotation: Gathering transportation or freight costs from different shipping agents for both export and local shipments.

LANGUAGE

English
Hindi
Tamil
Malayalam

PERSONAL DETAILS

D.O.B : 12-03-1993
Gender : Female
Nationality : Indian
Passport Number : N1900585

Logistic Coordinator
AAA FREIGHT SERVICE LLC
Sep 2019 - Feb 2024

- Assessed client orders and available personnel to effectively plan and meet client needs and expectations.
- Coordinated and tracked product shipments according to customer specifications.
- Developed plans for daily dispatches.
- Handled documentation, including invoices, packing lists, and delivery notes through the ERP system and Microsoft Excel, while coordinating container stuffing and capturing stuffing photos.
- Identified the root causes of service failures and implemented suitable corrective actions to prevent future occurrences.
- Collaborated with the warehouse and other departments to manage the physical movement of products between internal locations.
- Stayed informed about relevant laws, regulations, and best practices related to logistics operations.
- Managed and updated systems to enhance communication with both internal and external customers.
- Oversaw the movement, sorting, and loading of supplies to ensure timely deliveries.
- Controlled inventory levels to guarantee prompt delivery of goods while reducing storage costs.
- Prepared reports on freight expenses, delivery schedules, invoices, and other relevant data.
- Verified inventory calculations by comparing them to physical stock counts and investigating any discrepancies.

Quality Care Manager
MARUTI SUZUKI ARENA (HAR AUTO PVT LTD)
July 2019 - March 2020

- Strengthened communication skills through regular interactions with others
- Assisted with day-to-day operations, working efficiently and productively with all team members.