



# HARISH A

## CONTACT



Dubai, U.A.E



+971-552571979



[harishnm172@gmail.com](mailto:harishnm172@gmail.com)



<https://www.linkedin.com/in/harish-a-26376525>

## SKILLS

- Supply chain Management
- Inventory Management
- Ware House Management and Optimization
- Proficiency in WMS system.
- Order Fulfillment Efficiency
- Attention to detail
- Time management
- Verbal and Written Communication
- Problem Solving
- Customer Service skills
- Interpersonal Skill
- Adaptability and flexibility.
- Database and Management.
- Accounts Management
- Vat Filing
- Accounts Payable and Receivables
- Bank Reconciliation
- Payroll Administration

## PROFESSIONAL SUMMARY

Skilled and dedicated Customer Service Representative with experience in coordinating, planning, supporting daily operation and administrative functions. Highly focused and result-oriented in supporting complex, deadline-driven operation, motivated to maintain customer satisfaction and to contribute to the success of the organization..

## WORK HISTORY

**Customer Service Representative**      **June 2024- October 2024**  
**Expeditors, Dubai.**

### Responsibilities:

- Plan, organize and manage the client Majid Al Futtaim deals with brands-Poltrona Frau, Magic Planet, HOME, Alessi, Ski Dubai.
- Handled the Inbound, RTW, TO, Planning, Scheduling the receiving of the incoming shipment by coordinating with the warehouse operations team and informing the customer regarding the schedule.
- Processed the orders received from the customer for Poltrona Frau, Magic Planet by email, sending to the warehouse for picking and dispatching the order.
- Updating the day to day inbound and outbound status to customer after confirming the availability with warehouse.
- Updating the data in the WMS, complies, sort and verify the accuracy of data which meet the declaration towards customs which includes unit price, currency, HS code and weight details.
- Updating the day to day inbound, outbounds details in the tracker and reporting the seniors.
- Update the customer regarding the status of GRN for the inbound, RTW, TO with the details of discrepancies if anything persists.
- Ensuring all the customer's daily requirements are delivered in an effective and efficient manner.
- Handling Daily Store orders, LMD orders, Special Express Deliveries, Magic Planet and Ski Dubai Deliveries.
- Planning, scheduling the Daily Store orders and Ware House Collection as requested by the customer.
- Preparing the Commercial Invoice, Packing List, sending to the customs team for Preparing BOE, preparation of Gate passes and sending to the operations department for planning and dispatching daily deliveries.
- Reporting the customer regarding the unfulfilled SKU's in the daily orders.
- Coordinate with the different departments for fulfilling the customer daily requirements.
- Participate effectively in regular internal meeting for the improvement of the process addressing the customer concern.

## COMPUTER PROFICIENCY

- SAP, CIEL, EDMS
- MS Office
- MS Word/Excel/PowerPoint
- Internet Applications Windows OS
- Microsoft Teams
- Microsoft Outlook
- Tally ERP 9, Prime 2.0,2.1, 3.0.

## PASSPORT AND VISA DETAILS

- **Passport No :** V2007260
- **Expiry Date :** 10/10/ 2033
- **Visa:** Employment Visa.

## LANGUAGES

English  
Hindi  
Tamil  
Malayalam

**Contract Logistics Admin Specialist**

**Dec 2023–May 2024**

### **Kuehne Nagel, Dubai.**

- Strategize, coordinate, and oversee clients such as Bombardier, Honeywell, Rolls Royce.
- Responsible for serviceable and unserviceable parts routine, critical and AOG orders receiving and dispatching.
- Process the orders received from the customer via email, sending the invoices, documents to the warehouse for picking and dispatching the order.
- Informing the shipment team regarding the order via email for preparing BOE and for collecting the order.
- Preparation of Exit/Entry certificates and hand over to the customs team for submission, provides export proof to customs team after export, keeping a record of submission proof of Exit certificate in the file.
- Updating the day to day inbound and outbound status to customer in SAP after confirming the availability with warehouse.
- Provides strong account management with efficient, courteous, service providing information and resolving routine and AOG inquiries in a timely manner within established guidelines.
- Confers with warehouse or common carrier personnel to expedite or trace missing or delayed shipments.
- Updating the data in the WMS, complies, sort and verify the accuracy of data which meet the declaration towards customs which includes unit price, currency, HS code and weight details.
- Handled the routine Orders, managed the customer-oriented operations, ensuring the customer satisfaction by achieving delivery and service quality norms.
- Updating the day to day inbound, outbounds details in the tracker and reporting the seniors.
- Confers with warehouse or common carrier personnel to expedite or trace missing or delayed shipments.
- Prepares documents for customs documents and certification of origin also arrange/books various customs inspections as per the requirements.
- Ensure all the customer's daily requirements are delivered in an effective and efficient manner.

**Office Admin cum Accountant**

**March 2020–20<sup>th</sup> Dec 2023**

**Bas Marine Tech Engines Repairing and Maintenance, Dubai.**

### **Responsibilities:**

- Provide detail oriented administrative support to co-workers to ensure efficient office operations.
- Manage the scheduled jobs by coordinate the field staff and give responsibilities to ensure performance.
- Prepare job reports to analyze the job status and performance.
- Develop relationships with customers , vendors to present the company in a professional manner
- Coordinate with the purchase department and arrange materials on time.
- Prepare invoices, quotes and provide to the customers.
- Maintain, manage and keep a systematic records of financial transactions.
- Prepare vat returns and filing periodically.
- Manage payroll and benefits for 15+employees includes solving any related issues.

- Perform reconciliation of bank transactions.
- Manage a database record of employees, vehicles, vendors.
- Communicate closely with the Head of Operations regarding the needs, concerns or issues in the office.
- Schedule annual leave, prepare leave salary, annual leave and record end of benefits of employees.
- Assist the audit team in the preparation of various periodical financial statements and recording it.
- Recover the receivables and handling payables.
- Allocation of expenses to various departments.
- Manage Petty Cash transactions and book keeping.

**Assistant Accountant**

**Sept 2019–Feb 2020**

**Crescent Marine Trading LLC, Dubai.**

**Responsibilities:**

- Maintained financial records and ensure proper recording of operation required to the financial workflow.
- Prepare invoices, quotes and provided to customers.
- Managed the account books, keep the accounting systems up to date.
- Processed payroll of 10+employees and maintained their benefits.
- Completed month and year-end close procedure and reconciled bank transactions.
- Assist the senior accountant in the preparation of various periodical financial statements.
- Compute vat returns and filing periodically.
- Managed petty cash transactions and book keeping.
- Recover the payments receivables.

**Sales Executive.**

**March 2018 – Oct 2018**

**Sterling Gases Ltd., Calicut, Kerala India.**

- Maintained and developed a strong relationship with customers through personal contact or meeting or via telephone.
- Seek business opportunities and strategically developed potential leads to growing customer account.
- Managed and supervised the distribution network to ensure appropriate and timely delivery of products.
- Prepare and executed sales plan to achieve the targets.
- Expedite the resolution of customer problems and complaints to maximize satisfaction.
- Prepare day to day sales activities and reported the seniors.
- Recover payment receivables.

**Operations Manager.**

**Apr 2016 – Feb 2018**

**Karma Associates-Stockist Pappai Ice cream, Kochi, Kerala, India**

**Responsibilities:**

- Managed operations to make sure all are carried out in an appropriate and cost effective way.
- Developed and maintained relationships with the customers resulting in improved satisfaction.
- Coordinated with the team members and assign duties to each one, monitor their performance to ensure productivity and quality.
- Analyzed the workflow and taken procedures for the improvement of performance and to achieve targets.
- Supervised the market and taken measures by implement new policies, conduct promotional activities for the development of business.

- Coordinated with board member for the upcoming projects by manage budgets, schedule expenditures and analyze variance and initiate corrective actions.
- Optimized inventory management resulting in reduction in stock outs.
- Conducted meeting with the team members to address their performance, assign targets for the improvement of organization, resolving their problems and complaints.

**Junior Accountant**

**Oct 2012– Apr 2016**

**Sterling Gases Ltd., Kerala India.**

**Responsibilities:**

- Prepared quotes, invoices and provided to the customers.
- Maintained and keep a systematic record of day-to-day financial transactions.
- Prepared the payroll, compute tax and filing periodically and keep a record.
- Update account receivable, account payable and providing statements periodically.
- Assist the senior accountant and the audit team in the preparation of periodical financial statement.
- Recover the payment receivable and clearing the payables.
- Performed reconciliation of bank statement.
- Maintained the records of vehicles and update the management for periodical renewal of registration, insurance and for doing timely maintenance.

**EDUCATION**

**2006-2009**

**Bachelor Degree of Aviation Maintenance Science,**

Alagappa University, Coimbatore, Tamil Nadu, India.

2002 - 2004

**ITI Diploma in Electronics, CIET, Calicut, Kerala, India.**

2000 - 2002

**Plus Two, Govt. Model Higher Secondary School, Calicut University Campus, Kerala, India.**

2000

**10th standard, N.S.S. High School, Calicut, Kerala, India.**

**ADDITIONAL QUALIFICATION**

**2010**

**Diploma in Accounting with Erp 9, ATI, Calicut, Kerala, India**

**2000**

**Diploma in Office Automation with MS Word, MS Excel, BSS, Calicut, Kerala, India.**

**DECLARATION**

I hereby declare that all the above details are true and correct to the best of my knowledge and belief.

**Place: Dubai.**

**HARISH. A**

**Date:**