

# Curriculum Vitae

## **IBRAN ANSARI**

Al Nahda 2, Dubai,

United Arab Emirates

Contact No.: +971 50 697 1643

Email id.: abranansari1@gmail.com



<b>OBJECTIVE</b>	To seek a challenging and dynamic assignment in an organization that offers learning opportunities and professional growth while being resourceful in achieving a steady career.
------------------	--

### ❖ ACADEMIC QUALIFICATION:

- Secondary from West Bengal Board Of Secondary Education
- Higher Secondary from West Bengal Board Of Higher Secondary Education

### ❖ PERSONAL:

- Approachable with a friendly outgoing personality
- Extensive PC skills including MS Outlook, MS Word and MS Excel
- Physically fit and able to stand and walk for a long period of time
- Excellent communication skills (**English & Arabic**)

### ❖ WORKING EXPERIENCE:

#### ❖ FIRST FLIGHT COURIERS (MIDDLE EAST) L.L.C (DUBAI, UAE) (December 2023 to Till June 2024) As Customer Service Executive / Sales Coordinator

- Job Responsibilities As a Customer Service Executive / Sales Coordinator
  - Assisting and coordinating with the customer for all overseas exports & import query
  - Receiving inbound calls & making outbound calls
  - Coordinating with the respective parties for the customs clearance process and documentation
  - Organizing and maintaining all daily, weekly and monthly reports
  - Works closely with operations team to promote and implement continuous improvements
  - Managing the Service Level Agreements with internal and external departments
  - Coordinating with other vendors like DHL, FedEx, UPS, Aramex
  - Quoting rates of export & import shipment as per customer query
  - Maintaining MIS report of customers and updating it regularly with the status

#### ❖ AL MAZIAD TRANSPORT – KSA (SAUDI ARABIA) - (September 2014 to Till July 2022) As A Sales Coordinator/ Operations Executive

- Job Responsibilities As An Operations Executive (2018-2022)
  - Oversee efficiency of operational processes
  - Coordinating with All Dept. & Management and branches
  - Accurately updating all data into manual record system

- Maintaining Operations, Dispatch, Ops Service Quality
- Analyze business requirements and customer needs
- Provide administrative support
- Any responsibility assigned by the management
- Preparing vouchers on daily basis and forwarding reporting to Head Office
- Handling daily cash sale, making entry in the Excel Sheet and depositing to Bank

- **Job Responsibilities As a Sales Coordinator (2014-2018)**

- Receive and report on all sales leads
- Assisting to Management in giving him sales figures
- Meetings with the other transporters whenever is required
- Obtaining domestic transport quotes from a range of sources & maintaining offered record
- Arrange meetings for senior management with prospective clients
- Assist sales representatives and team to meet and exceed goals
- Builds business by identifying and selling prospects
- Maintaining relationships with clients Identifies business opportunities by identifying prospects and evaluating their position in the industry
- Researching and analyzing sales options
- Maintains relationships with clients by providing support, information, and guidance
- Researching and recommending new opportunities
- Recommending profit and service improvements Contributes to team effort by accomplishing related results as needed
- Any responsibility assigned by the management

- ❖ **AL TURKI EST. - KSA (SAUDI ARABIA) - (March 2012 to Till October 2013) As An Office Assistant**

- **Job Responsibilities As An Office Assistant (2012-2013)**

- Experience of working in KSA-outdoor related work
- Material delivery to customers within KSA
- Coordinating with All Department and assist them with all office & outdoor related activities
- Other office related Misc. indoor and outdoor work

- ❖ **OTHER ESSENTIALS:**

- Excellent Microsoft office skills
- Client management skills
- Attention to detail
- Diary management skills
- Ability to work under pressure
- Excellent Impersonal skills
- Excellent communication skills especially in written and spoken English & Arabic
- Flexible, Proactive and a self-starter

❖ PERSONAL INFORMATION:

Nationality : Indian  
Religion : Islam  
Marital Status : Married

❖ LANGUAGES KNOWN:

- Urdu, Hindi, Bengali, English & Arabic

❖ PASSPORT DETAILS:

Passport No. : T 5 1 9 5 6 5 2  
Place Of Issue : Jeddah, Saudi Arabia  
Date of Issue : 15/07/2019  
Date of Expiry : 14/07/2029

❖ VISA STATUS:

UAE Visit Visa  
Expiry Date – 5<sup>th</sup> Sept' 2024

❖ DECLARATION:

- I do here by declare that above statements are true and correct to the best of my knowledge.

Date: .....  
Place: .....

Ibran Ansari  
(Signature)