

Pramod Sudan M

LOGISTICS - CUSTOMER SERVICE



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Experienced and driven freight forwarding professional with strong attention to detail. Demonstrated expertise in coordinating shipments, managing logistics operations, and ensuring timely deliveries. Possesses excellent analytical and communication skills with a primary focus on customer satisfaction. Proven track record of success in the industry.



Work History

04.10.2023 -
27.12.2024

Import Associate Customer Service – WIZ Logistics Pvt Ltd, Chennai, Tamilnadu, India

- Handled LCL, FCL, and AIR shipments across PAN India, ensuring timely execution and delivery.
- Work closely with overseas agents, shippers, and customers to ensure smooth shipment execution.
- Reviewing the draft Bill of Lading with customers, ensuring all details are correct before final approval.
- Providing regular updates to customers regarding shipments status.
- Maintaining an updated DSR and ensure customers are consistently informed about shipments status.
- Providing necessary documents to CHA for timely Bill of Entry filing.
- Keep customers and CHA informed of cargo arrival notices and IGM details for timely clearance.
- Keep both customers and the CHA team informed of cargo arrival notices and IGM details to ensure timely clearance.
- Coordinating with the Liner, Airline team to obtain Delivery Orders, ensuring smooth processing and shipment release.
- Collaborate with CHA and transporters to ensure prompt cargo clearance and delivery.

24.05.2022 -
30.09.2023

Import Customer Service Executive – Team Global Logistics Pvt Ltd, Chennai, Tamilnadu, India

- Handled customer inquiries, procure rates from overseas agents, and provide accurate quotations based on cargo details and shipment requirements.

- Work with overseas agents to arrange for the timely execution of shipments and ensure smooth processing.
- Following up with the origin team to gather essential documents booking details, draft Bill of Lading, and final Bill of Lading and share them with customers.
- Providing updates regarding vessel on-board status and tracking details to keep customer informed about the shipment's progress.
- Providing manifest documents to operations team for timely filing of the IGM.
- Providing cargo arrival notice to customers to facilitate the filing of the advance Bill of Entry.
- Following up on outstanding payments and gather feedback from customers to improve service delivery and address any concerns.



Education

01.08.2019 - **MBA – International Transportation & Logistics Management**
 21.08.2021 Indian Maritime University - Kochi, Kerala, India

18.07.2016 - **BBA – General Studies**
 09.04.2019 Hindustan College of Arts & Science - Chennai, Tamil Nadu, India



Skills

Negotiation
 Planning & Forecasting
 Decision making
 Time Management
 Problem-solving
 Relationship building



Languages

English
 Tamil
 Malayalam



Personal Details

- Passport Number : T5527970
- Passport Expiry Date : 25/04/2029
- Nationality : Indian
- Visa Status : Job Seeker