



ROSHANI KURUPPU

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Visa Status: Employment Visa

Import & Export - Freight & Logistics Executive / Sales Coordinator

Import & Export Documentation	Freight and Logistics	Sales Support
Multitasking & Prioritizing	Client Coordination	Billing and Payments
Relationship Management	Office Administration	Customer Service

KEY ACHIEVEMENTS

- Professional experience of over 10 years with proven track record in UAE.
- Promoted from Tele sales Executive to Customer Service Executive.
- Awarded best sales coordinator for achieving and surpassing the sales targets.
- Successfully managed business transactions of multiple branches of 15+ sales staff.

CAREER PROGRESSION

CUSTOMER SERVICE,PRICING AND OPERATION EXECUTIVE

EL MERITO SHIPPING AND LOGISTICS LLC

(2024 MARCH -TILL NOW

- Analyzing customer/associate needs based on commodity, request for quotation (Air, Sea, and Road).
- Liaison and negotiation with the Agents, carrier, airline, associates, vendors, suppliers, ground handling agents, etc.
- Planning/organizing/execution of shipments (Export, Import, and Cross Trade).
- Respond to all sales inquiries regarding the updated status of rates, by e-mail or phone in a timely manner.
- Well versed in INCOTERMS, Weight & volume calculations.
- Once the shipment is confirmed coordinate with the relevant agent/ shipping line and ensure the best rates and send a routing order.
- Knowledge in Trucking, Air & ocean Export & Imp.
- Handling all day-to-day import /export shipments.

- Coordinate with shipper's, consignee's, shipping lines and freight forwarders to ensure the smooth shipment process.
- Arrange to deliver the scheduling shipment according to customer preference.
- Ensure to update the customer of shipment arrival to client and follow up with clients to clear their shipment without any penalties.
- Keeping our client informed throughout the whole process and reporting back to them at each and every stage.
- Manage file creation and all services associated with freight forwarding and logistics.
- Responsible for MOFAIC attestation.
- Responsible to apply the delivery order through Dubai trade and shipping line portals.
- Planning /Organizing /executing of shipments (Import, Export ,cross trade).
- Supporting documents for the VAT filing.
- Renew and create import code.

CUSTOMER SERVICE,PRICING AND OPERATION EXECUTIVE

INTEGRATED GLOBAL SHIPPING AND FORWARDING LLC (January 2022-March 2024)

- Responsible to apply the delivery order through Dubai Trade system.
- Sound Knowledge of Calogi system for Air Shipment operations such as deconsolidation, create ADM booking and issue the delivery order.
- Responsible for MOFAIC attestation, MOFA approval ,FANR approval and CID approval.
- Manage file creation and all services associated with freight forwarding and logistics.
- Proficiency in handling and organizing all necessary customs documentation accurately and efficiently.
- Handling all day – to – day import shipments.
- Filing and generating customs declaration,making port payment updating shipping details in computer systems according to the customers account.
- Arrange to deliver the scheduling shipment according to the customers preference.

ECU LINE MIDDLE EAST, DUBAI, UAE

(February 2014- December 2021)

CUSTOMER SERVICE EXECUTIVE

- Look through work orders to determine imports and exports that are expected.
- Prepared price quotations and provided customers with correlating information.
- Created requests for rate correspondence and ensured that a proper follow-up is performed.
- Handled DDP/DDU/DAP shipment from agent and coordinated with customer for the necessary documents to pass the BOE and provide the delivery.
- Coordinated with shipping line to release the delivery order.
- Arranged to make new importer code and renew the import as per customer's request.
- Oversee billing work, and ensure that entries are corrected to make sure that

no discrepancies are evident.

- Maintained customer's account and profiles, aimed at ensuring that the correct information is updated.
- Communicated instructions to vendors, ensuring that they follow them when delivering a shipment.
- Ensured day-to-day monitoring of all exports and imports of the assigned business unit.
- Interacted with multiple functional areas, including such as management, supply chain, distribution, and finance
- Coordinated and preparing vendor payment ensured accuracy.
- Coordinated delivery between the Customer and Warehouse.

Office Administrator (December 2010 to December 2013) SILVER

TECHNICAL SEVICES LLC DUBAI, UAE

- Successfully and efficiently managed the overall operations of the office including all function from Admin, Accounts, HR etc.
 - Prepared quotation as per customer requirements and request.
 - Follow up calls to customer for feedback on service satisfaction.
 - Prepared invoices for services offered and updated customer's accounts.
 - Managed, prepared and processed Payroll of staff.
 - Initiated visa process, arrange medical insurance other documents to visa.
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- Maintained petty cash box and handled all internal employees' petty cash reimbursements
 - Screening telephone calls, customer's inquiries & requests and taking need based actions.
 - Managed overall general office administrative and accounts (payables & receivables) work
 - Managed all banking related works, payments processing etc .
 - Drafted documentation and processed all staff visa and pro related works

EDUCATION

- B.Sc (Physical Science) - University Of Colombo, Sri Lanka - 2009
- G.C.E Advance Level - Mathematics Taxila Central College, Sri Lanka - 2001
- G.C.E .Ordinary Level - Taxila Central College, Sri Lanka - 1998

EXTRACURRICULAR ACTIVITIES

- Past member of Toastmaster International and Public speaking events.
- Actively engaged in personality development, meditation and self-learning .
- Actively involved in Networking and community events.

PERSONAL INFORMATION

- Date of Birth :1983-01-07
- Marital Status :Single
- Nationality :Sri Lankan