



MOHAMMED AZKAR AJAIB

CUSTOMS CLEARANCE SPECIALIST

CONTACTS



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Driving License:

Sultanate of Oman

CAREER OBJECTIVE

Dedicated professional with extensive experience in customer service, customs clearance, and sales management. Committed to delivering exceptional service and optimizing processes to drive efficiency and enhance customer satisfaction.

WORK EXPERIENCE

Custom Clearance Specialist

Sahab International Trading Lines – Muscat, Oman

July 2023 - Present

- Coordinated document collection and verified ETAs to streamline client shipments and prevent delays.
- Verified and processed Bills of Lading, ensuring timely submission to the shipping line office and compliance with regulations.
- Prepared and submitted accurate import/export declarations via the Bayan system, preventing costly customs delays.
- Managed customs duties, health fees, and additional payments, ensuring seamless cargo clearance and uninterrupted workflow.
- Monitored inspection progress and secured Container Release Orders (CROs) to facilitate prompt container dispatch.
- Generated detailed invoices and handled client collections, ensuring timely payments and maintaining operational cash flow.

Sales Advisor & Customer Service

Concentrix Daksh Services India Pvt Ltd – Bangalore, India

Feb 2021 – Nov 2022

- Assisted customers with purchases, product inquiries, and complaint resolution.
- Handled an average of 60-80 customer inquiries and complaints per day, maintaining high customer satisfaction.
- Maintained and updated vital customer information for accurate records.
- Documented customer interactions to streamline onboarding for new agents.
- Displayed a courteous and empathetic attitude, contributing to sales growth.
- Efficiently triaged incoming calls and escalated issues as necessary, reducing resolution times.

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EDUCATION

Bachelor of Commerce (B.Com)
- 2015

Anjuman Art, Science and
Commerce College, Bhatkal, India

SKILLS

- Problem Solving
- Customer Support
- Time Management
- Digital Marketing
- Self-Management
- Managerial Courage
- Effective Communication
- Collaboration
- CRM

SOFTWARES

- Adobe Premiere Pro
- Adobe After Effects
- Microsoft Office (Word, PowerPoint, Excel)

WORK EXPERIENCE

Sales Manager
Starlite Bakers & Restaurant – Bangalore, India
Feb 2018 – Jan 2021

- Supervised operations across all departments, including Sales, Reception, Kitchen, and Customer Service.
- Managed maintenance, supplies, renovations, and furnishings for operational efficiency.
- Monitored budgets and financial records daily as the Accountant.
- Coordinated logistics, shipping, and transportation to ensure timely delivery and service.

KEY ACCOMPLISHMENTS

- **Optimized Shipping Processes:** Successfully streamlined the customs clearance process by coordinating document collection, ETA verification, and Bill of Lading management, minimizing delays and improving shipment accuracy.
- **Efficient Financial Management:** Accurately prepared invoices and managed collection processes, ensuring timely payments and maintaining operational cash flow across multiple transactions.
- **Compliance Excellence:** Reduced costly delays and penalties by thoroughly reviewing and submitting declarations through the Bayan system, keeping shipments compliant with customs regulations.
- **Enhanced Customer Satisfaction:** Consistently maintained high customer satisfaction ratings by efficiently handling 60-80 inquiries per day, resolving complaints, and providing timely support, resulting in positive client feedback and repeat business.