



# SAMUEL SANTAN DIAS

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## Objective

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately. To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

## Experience

- **Mprs shipping & logistics Pvt Ltd** 1 sep 2020 -  
Customer service & Export Documentation  
Pre and Post shipment documentation  
Coordinating the movement of export cargo for all shipments.  
Answering all customer enquiries regarding export cargo, facilitating resolution and follow through to resolve related issues.  
Managing customer grievances, managing business related communication and provide timely responses.  
Developing and maintaining relationships with management and external clients like forwarders, shipping lines and other vendors.
  
- **DHL Global forwarding Pvt Ltd ( under trident solutions )** 1 Feb 22 -  
Executive Sea export ( OFR)  
\*Responsible for smooth execution of export shipments in line with customer requirements , country regulations and custom trade practices.  
  
\* timely release of HBL to customers and MBL from shipping line.  
  
\* to ensure the HBL generated / issued are in line with shipper instruction and error free HBL release to shipper.  
  
\* Understanding AMA , ISF regulations and compliance and filling these on time.  
  
\*co ordinating with all stakeholders - shipping line / CHA & transport.

## Education

- **Sathaye college Vile parle / Mumbai University** 2020  
Bcom
- **St xaviers college vile Parle mumbai** 2016  
Higher secondary certificate
- **Our lady of health high school mumbai** 2014  
Secondary school certificate
- **Narsee Monjee Institute of Management Studies - [NMIMS Deemed to be University], Mumbai** 2021  
MBA SUPPLY CHAIN & MANAGEMENT  
71%

## Skills

- Cargo wise one , customer service.

## Achievements & Awards

- Problem solver of the month Dec 2022 Star performer of the year 2023

## Personal Details

- Date of Birth : 21/07/1998
- Marital Status : Single
- Nationality : INDIAN