

# Brendent L. Ferrao

(Team Leader – Logistics)



Mobile : +971525240652

Email : [brendent.leeroy@gmail.com](mailto:brendent.leeroy@gmail.com)

Driving License: UAE

<https://www.linkedin.com/in/brendent-leeroy-944769187/>

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## LOGISTICS/TEAM LEADER/CUSTOMER SERVICE

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A passionate Team Leader with years of progressive experience in driving operational excellence and fostering innovative solutions to enhance efficiency and effectiveness in Customer Service operations. My career has been marked by a commitment to handle logistics of goods pertaining to DG, FMCG, household, industrial and general cargo. An organized team player and team leader with impeccable communication skills and the knowledge to propel organizations toward their strategic goals. I now look forward to the next step in my career.

### Areas of Expertise

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- ❖ Order accuracy/lead time /operational efficiency
- ❖ Vendor & stakeholder management
- ❖ Third-Party Logistics (3PL)
- ❖ Costing/invoicing and billing
- ❖ Warehouse operations
- ❖ Warehouse Management System (WMS)
- ❖ Cash transactions
- ❖ Cross-functional collaboration
- ❖ Stock/Inventory
- ❖ Truck turning/shipments
- ❖ Freight forwarding
- ❖ Audits/Inspections
- ❖ Documentation (DG/General)
- ❖ Team Management
- ❖ Customer Service/Quality Assurance
- ❖ Safety procedures

### Work Experience

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#### Joint Tank Services, UAE

April 2022 – present

##### Logistics Executive (Customer Service)

Joint Tank Services FZCO (JTS) was established in 1998, measuring 5000 sqm. This facility is the first dedicated tank cleaning and service facility depot of its kind in the region and offers an infrastructure support to the shipping and tank container logistics providers, who further service the chemical industry.

#### ROLES AND RESPONSIBILITIES

- Managing DG cargo – Class 3, 6, 8 & 9 working remotely with class 5 DG cargo
- Responsible for Stock and Storage
- Stock availability, reporting and internal documentation.
- Client support, suggestions on best practices and grievance handling
- Stock audit on a daily/monthly basis
- Ensuring logistics coordination through the safe and timely pick-up of delivery and shipments
- Managing an average of 4 x10 ton + 2x40ft a day outbound and inbound
- Maintaining safety protocols throughout the logistic processes
- Coordinating with external/in-house transportation departments
- Streamlining operational tasks to reduce the potential for errors
- Managing job calendars and flows to ensure timely completion
- Maintaining daily logs of operational issues and maintenance activities
- Updating current inventory and confirming customer needs to purchase from suppliers
- Managing petty cash with an annual transaction of AED 30 -35 thousand

#### Accomplishments-

- Promoted to Team Leader – Customer Service in February 2024
- Orchestrated in reducing the number of grievances from approx. 17 per month to 2-4 accepted complaints per month.
- Increased the confidence level of most customers, eventually gaining trust.
- Assessing the forecasted outcome, a proactive approach is exercised.

- Implemented the (CAPA) Corrective Action, Preventive Action approach, thus, improving the service.
- Reduced the percentage of incorrect delivery of cargo from 60% to 20%
- Educating departments and team members on how to address client's concerns.
- Continuously implementing new methods and processes to increase efficiency.

## **CMS Logistics, UAE**

**Dec 2020 – March 2022**

### **Customer Service Representative**

CMS Logistics is a young organization aiming to provide end to end logistics services across GCC and freight forwarding services extended on the major trade lanes such as Africa, Europe and Asia. It is a part of the parent organization CMS Group formed back in 1982 to service the MENA region.

#### **ROLES AND RESPONSIBILITIES**

- Managed DG and food grade cargo
- Responsible for stock and storage
- Stock availability, reporting and documentation on a daily/monthly basis
- Co-ordinated and arranged inspection with Dubai Municipality
- Client support, suggestions on best practices and grievance handling
- Efficient reporting and invoicing

#### **Accomplishments-**

- Requested to be the sole service representative for a high value customer.
- Appreciated for first time handling DG cargo, including Class 5.
- Was successful in building a rapport with the clients, Management and Warehouse Teams.

## **UTI Logistics, UAE (currently known as DSV Logistics)**

**October 2010 - June 2020**

### **Logistics Coordinator**

Since 1992, DSV was established in the UAE, and is the one-stop-shop for local, international, and global logistics.

#### **ROLES AND RESPONSIBILITIES**

- Managed high value customers like JCB, 1001 Inventions, Carbo Ceramics
- Prepared supporting documents. (Packing lists, invoices, HS code summary, tally sheets, pick lists etc)
- Identified, resolved and developed solutions in a timely manner
- Coordinated with DXB Customs (Red card for Customs Inspection), JAFZA & DWC
- Delegated and supervised tasks to warehouse staff/warehouse operations in the absence of the WH Supervisor
- Regular follow-up with shipping companies, service providers and Logistics Centers

## **CEVA Logistics, UAE**

**June 2008 – July 2010**

### **Logistics Coordinator**

CEVA Logistics is a global logistics and supply chain company in both freight management and contract logistics with US\$12 billion in revenues.

#### **ROLES AND RESPONSIBILITIES**

##### **Contract Logistics**

- Managed warehouse operations for Inbound and Outbound Shipments (Air, Sea and Land)
- Checked the stock on a daily/monthly basis, reported availability and prepared supporting documentation
- Assisted with preparation of reports for Cycle Count/Stock Count
- Delegated task to warehouse staff and supervised warehouse operations when needed (allocating and locating stock, Inspection of packing list and trans-shipment, picking of orders, arranging vehicles, loading/off-loading etc)

##### **Freight Forwarding**

- Collected, prepared and delivery of orders

- Checked freight invoices and segregated Airway bills consignee wise
- Billed customers for freight and DO charges including cash handling
- Actioned airway bills as per DDU, DDP and FOB
- Tracked shipments (Air freights – Emirates and DNATA)

## **Education**

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<b>Bachelor of Arts in Public Administration</b> Alagappa University Distance Education, Chennai-India	<b>May 2010-2012</b>
<b>Higher Secondary School Certificate Examination</b> NOS, Mumbai-India	<b>May 2007-2009</b>
<b>Higher Secondary School Certificate Examination</b> NOS, Career Campus Sharjah	<b>May 2005-2006</b>
<b>Secondary School Certificate</b> IBN Seena English High School, Sharjah-U.A.E	<b>Sept 2002-2004</b>

## **Projects, Certifications, Trainings and Competencies**

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- ISO 9001:2015, QMS ISO 14001:2015, EMS ISO 45001:2018 and OHSMS Certified (TUV SUD Middle East L.L.C.)
- Proficiency working on Syntrasol WMS, SAP, WMS4000.UNICODE, +2000 for billing purpose
- Skilled with the use of Radio Frequency Scanner
- Experience working on Dubai trade and Calogi
- Diploma in Logistics and Supply Chain Management (APTECH)
- Proficient in MS Office
- Proficient in English. Conversational basic in Arabic, Hindi, Konkani and Malayalam

## **Additional Information**

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- Date of Birth : 9<sup>th</sup> October 1988
- Nationality : Portuguese
- Marital Status : Single