



JOEL SHALO RAM V

CUSTOMER SERVICE AND PRICING

CONTACT

☎ +971 50 442 6946

✉ joelshaloram7@gmail.com

📍 Dubai, UAE

EDUCATION

2023 - 2024

**BUSINESS SCHOOL OF
LOGISTICS AND SHIPPING**

- PG Diploma in International Logistics

2019 - 2023

**ROHINI COLLEGE OF ENGINEERING
AND TECHNOLOGY**

- B.E in Mechanical Engineering

SKILLS

- Microsoft office (Excel, Word, PP)
- Incoterms
- Customer service
- Time Management Skills
- Cross Trade Shipping
- Negotiation in Pricing
- Handling ERP software

LANGUAGES

- English (Fluent)
- Tamil (Native)

PROFILE

Expertise in freight forwarding and Seeking a challenging position in the logistics sector where I can utilize my experience and skills to contribute to organizational growth. Eager to learn from experienced professionals, enhance my practical understanding, and play a valuable role in optimizing supply chain and logistics operations.

WORK EXPERIENCE

- **Transsafe Global Forwarding Pvt Ltd** APR 2024 -APR 2025
Operation Executive - Air and Sea Import
 - My daily operations involve, pricing, follow up transit shipment, securing new business.
 - Handling different types of shipments free hand and nomination shipments both Sea and Air import shipment along with Cross Trade shipments.
 - Negotiate and get better rates from overseas WCA agent for both air and sea freight enquiry and quote the rate to customer with margin.
 - Once shipment nominated based on rate and schedule, iam follow for pickup status in origin based on incoterms and once draft received shared to customer for confirmation.
 - After pre-alert recieved from origin agent I will arranging for import clearance and DO process, once shipment arrived I will deliver the goods with good customer satisfaction by arranging the local truck movement.
 - Updating weekly and daily report of shipment status to the customer.
 - Overall coordination in Door - Door process in both the Air and Sea LCL & FCL freight forwarding.

ACHIEVEMENT

The Rising Star Award

Issued by Transsafe Global Forwarding Pvt Ltd due to celebrating a remarkable contribution and impressive dedication for the organisation growth.