



MOHIADEEN VMS

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BOOKING OFFICER | CUSTOMER SERVICE EXECUTIVE

CAREER SUMMARY

Enthusiastic Customer Service Agent who consistently meets productivity goals. Maintains a high-level professionalism, patience and efficiency to increase customer loyalty. Seeking a challenging and rewarding opportunity in Shipping & Logistics where I can contribute my knowledge and skills, enhance my experience through continuous learning and teamwork, hardworking and goal- oriented with a high degree of flexibility, creativity, resourcefulness, commitment, and optimism.

PERSONAL STRENGTHS / SKILLS

- Good Human Relations | Good Communication Skills | Enthusiastic | Inquisitive | Highly Organized and Dedicated | Quick learner and Adaptive | Good team player.
 - Quick learner with the ability to handle multiple tasks simultaneously, maintain focus| Good written and verbal communication skills | Strong sense of time organization and urgency.
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PROFESSIONAL EXPERIENCE

CMA-CGM GBS India Pvt. Ltd

MAR 2022 – SEPT 2024

Junior Officer

- Prepared accurate office files, updated spreadsheets and crafted presentations to support executives and boost team productivity.
- Responded to emails and other correspondence to facilitate communication and enhance business processes.
- Transcribed minutes of meetings and executed meetings and events for company to support sales, business development and senior management teams.
- Filed paperwork and organized computer-based information.
- Organized logistics and materials for each meeting, arranged spaces and took detailed notes for later dissemination to key shareholders.

Officer (Promoted)

- Certified Process trainer – training & assisting new users for the booking process.
- Analyzing customer requests and providing booking confirmation.
- Prepare and generate BL in LARA for the customer.
- Achieving the daily targets & learning new process.
- Manual auditing in bookings.

- Handling error reports and escalation mails daily.
- Key user in handling new process & coordinating with agency.
- Conducted refreshment training sessions.
- Undertake extra duties when requested or in absence of a leader.

Certification done in CMA-CGM:

- Train the Trainee- Functional trainer.
- Lean Six Sigma Green Belt.

Achievements:

- Samurai award (Best Performance) at CMA- CGM for the month of Mar 2024
- Mega Star award – Nominated (Implementing new ideas to team) at CMA- CGM for Half yearly (July 23- Dec 23)

EXTRA CURRICULAR ACTIVITIES

PR member in Masters **Jun 2019 - Mar 2021**

- Served as Public Relation of College activities such as Conducting meeting with facilitators via Zoom and in real time
- Created a control process for assisting students in acclimating to the College's environment and academic system while building a relationship between freshmen and seniors.

COMPUTING SKILLS

Knowledge in Microsoft ®Windows environments and Office package (Word, Excel, Outlook)

EDUCATION

MBA in Logistics and Marketing **Jun 2019 – Apr 2021**

University of Madras

BSc in Computer Science **Jun 2016 - Apr 2019**

University of Madras

LANGUAGES KNOWN: ENGLISH | TAMIL