



## Mohammed Rilwan

Logistics Support Executive

📍 Al Muteena, Deira, Dubai  
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✉ [mdrilwanakm@gmail.com](mailto:mdrilwanakm@gmail.com)  
📄 Visa Status: Tourist visa ( Valid until 20 Nov 2025 )

### Certifications

#### DCA & MDTP

NIELIT Govt Of India

2019 - 2020

Diploma in Computer Applications and Multilingual Desktop Publishing.

### Skills

#### Professional Skills

Logistics Operations & Support, Transportation Management System (TMS), Enterprise Resource Planning (ERP), Fleet Management & Maintenance, Track & Trace Operations, ELD Compliance, Customs Clearance & Documentation, Shipment Documentation (BOL/POD) & Route Optimization, Client Communication & Customer Service, Problem-Solving & Decision-Making, Team Collaboration & Coordination

#### Software skills

Ms Excel, Ms Word, Ms Power point, Outlook

### Languages

Tamil      English      Malayalam  
Hindi

### Profiles

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### Executive Summary

Logistics Support Executive with 1.5 years of experience in transportation and logistics operations. Skilled in track & trace, ELD compliance, fleet management, ERP systems, TMS, and customs clearance. Proven ability to improve efficiency, reduce delays, and provide 24/7 operational support. Strong in problem-solving, communication, and teamwork under pressure.

### Experience

#### Nimatooz Smile Mobility

Logistics Support Specialist

May 2024 - Aug 2025

Aranthangi, India

🔗 <https://nimatooz.com/>

- Ensured timely customer updates on ETAs, delays, and delivery statuses to maintain transparency.
- Managed US–Canada customs clearance processes, reducing border hold-ups and ensuring compliance.
- Utilized ERP and TMS systems to monitor shipments, optimize routing, and improve on-time delivery performance.
- Verified Bills of Lading (BOL) and Proof of Delivery (POD) to maintain shipment accuracy and documentation integrity.
- Assisted in invoice verification and freight billing, ensuring accuracy and resolving discrepancies with carriers.
- Ensured 24/7 operational support for drivers and clients while maintaining full ELD compliance and fleet readiness.
- Collaborated with multiple carriers and 3rd-party logistics providers to optimize transportation efficiency.
- Prepared detailed operational reports and participated in weekly client review meetings to drive process improvements.

#### SCIO Management Solutions

AR Caller

Nov 2022 - Dec 2023

Chennai, India

🔗 <https://www.scioms.com/>

- Managed and monitored insurance claims, resolving discrepancies to reduce outstanding balances.
- Utilized ERP systems to track, review, and update claim statuses with accuracy.
- Handled denied and paid claims by resubmitting, correcting, and following up with insurance providers.
- Ensured compliance with healthcare billing standards while collaborating with cross-functional teams.
- Improved claims processing efficiency, securing timely payments and enhancing client satisfaction.

### Education

#### University of Madras

Archaeology and Ancient History

2022 - 2024

M.A

#### Jamal Mohamed College

Economics

2019 - 2022

B.A