

# S. RHEN KUMAR

## PRICING & CUSTOMER SERVICE EXECUTIVE (AIR FREIGHT EXPORT)

### PERSONAL PROFILE

A highly Stimulated & Professional individual with 2 years of experience in Freight Logistics. Hands on experience in handling shipments from Origin to Destination and providing customers with advice and shipment status. In depth knowledge of handling appropriate documentation, Billing issues and Customer Service.

### CONTACT DETAILS

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NO,59 Gokumal complex  
unaimaancherry,  
Vandalur, TamilNadu, INDIA

### ACADEMIC PROFILE

**Hindustan College of arts & science, Padur**  
B.Com in corporate secretary ship, Class of 2021

**St. Joseph College of Engineering, Sripurumbudur.**  
Masters of Business Administration, (MBA - LOGISTICS)  
Class of 2023

### SKILLS AND ABILITIES

- Knowledge in handling for fragile & hazardous cargo
- I have interested in Business development.
- Multitasking
- Co-ordination & Monitoring Shipments
- Understanding of Shipment Documentation
- Solving Shipment Issues
- Eager to learn New Shipment Process
- Knowledge in MS-Office (WORD, EXCEL&POWERPOINT)

### OTHER SKILLS

- I can speak and write natively in Tamil, English.

### EMPLOYMENT HISTORY

#### PRICING & CUSTOMER SERVICE EXECUTIVE (AIR FREIGHT EXPORT)

Bharat Logistic Solutions – Chennai | 2022 – Present

- Provided Shipment Information to Customers
- Placing Booking in Airlines.
- EXAMPLE: (EK, QR, SV, BG, 6E, AI, UL, GF & etc.)
- AIR WAY BILL (AWB) Preparing.
- Shipment tracking and updating our Destination Counterpart
- Consolidate loads with common destination to reduce costs.
- Calculating Volume and Weight of Goods to be moved.
- Preparing Certificate of Origin (COO)
- Arranging payment to Airline, Agents & Transporters.

### CURRENT ROLES AND RESPONSIBILITES

- Once the Business is confirmed by our Destination agent, I start to communicate with Consignor regarding the Cargo & Documents readiness.
- Speaking with Carriers and place booking, based on the Cargo readiness & Custom Clearance Date.
- Getting ADHOC rates from Carriers.
- Coordinating with Documentation team for Export Documentation like Checklist preparation & send it Exporter Approval.
- Getting necessary documents from Exporter (SCOMET DECLARATION, EPCG LICENSE & ADVANCE LICENSE) and share to our Documentation team for e-SANCHITH purpose.
- Preparing Airway Bills (Based on AWB Instructions & BANK LC) and send to both Exporter and Overseas agent for their approval.
- Sharing Airway Bill Instructions to other location Shipments.
- Updating the Clients with Operation work.
- Coordinating with Operations staff from Custom Clearance till Cargo Handover to Airlines.
- Getting required docs from Exporters (like MSDS, PURCHASE ORDER, RCM Certificate) if Cargo has been objected by Customs Officer.
- Continuously communicating with Destination agents regarding the Cargo Transit, ETD & ETA of the Cargo to them.
- Sharing Pre-Alert Docs to agents on time. And prepare service invoice for the shipment.
- Handling overall 50 Air Export JOBS per month from Chennai, Hyderabad, Cochin & Kolkata to Various destinations.