

ANTONY DIVAKAR

SENIOR DOCUMENTATION AND CUSTOMER SERVICE COORDINATOR – IMPORTS

JOB OBJECTIVE

An enterprising professional pursuing opportunities in **import and export operations**, contributing to organizational growth and success through strategic logistics management.

CONTACT

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CORE COMPETENCIES

- Logistics Operations Management
- Supply Chain Optimization
- Customer Service Excellence
- Regulatory Compliance
- Import/Export Documentation
- Freight Forwarding Processes
- Inventory Management Strategies
- Risk Management in Logistics
- Vendor Relationship Management
- Process Improvement Techniques

PROFILE SUMMARY

- Amassed a wealth of **experience exceeding 13 years in logistics and supply chain**, with a focus on customs clearance and import & export operations.
- Currently associated as **Senior Documentation and Customer Service Coordinator** at **International Maritime & Aviation LLC**, guiding a committed team to optimize import processes and elevate customer satisfaction levels.
- Developed a comprehensive skill set encompassing **import/ export logistics, documentation management, and customer service excellence**, with a proven ability to navigate complex regulatory environments.
- Strong understanding of **customs regulations** and **documentation standards**, ensuring adherence to both **local and international trade laws**.
- Expertise in **freight coordination & cargo movement**, managing the dispatch and tracking of shipments, liaising with **freight forwarders**, and ensuring **timely delivery of goods**. Skilled in **scheduling shipment inspections**, handling **importer code renewals**, and maintaining accurate **shipment records** to facilitate smooth logistics.
- Expertise in **Customs & Regulatory Compliance**, with hands-on experience in **EDAS attestation from MOFAIC**, exit submission, refund claims, import code renewal, duty refunds, SIRA approvals, customs inspections, and ETA follows.
- Hands-on experience in driving **process optimization & efficiency enhancement**, with a history of **streamlining documentation workflows**, reducing customs clearance times, and improving operational accuracy.
- **People-oriented leader** with skills in building and leading high-performing teams towards the accomplishment of common goals.

WORK EXPERIENCE

International Maritime & Aviation LLC, Dubai, UAE

Nov'2020 Onwards | Senior Documentation & Customer Service Coordinator – Imports

- Managing end-to-end customs clearance by collecting and processing DOs, submitting Bill of Entry via Dubai Trade, and ensuring compliance with customs regulations for seamless shipment clearance.
- Delivering exceptional customer service across walk-in, phone, email, and online chat channels, resolving complex complaints professionally and identifying opportunities to enhance customer experience.
- Coordinating cargo dispatch, scheduling inspections via Dubai Trade; monitored shipments to provide real-time updates and ensure timely, accurate deliveries.
- Processing documentation such as customs exit submissions, LC-based and collection-based bank transactions, invoicing, adhering to company policies.
- Facilitating importer code renewals and registrations, assisting customers in opening new jobs, and maintaining organized job files and Excel records for tracking.
- Managing procurement by preparing POs, coordinating with suppliers for deliveries; maintained inward-outward material reports to monitor inventory movement.
- Liaising with freight forwarders and customers, tracking import shipments, ensuring smooth clearance, and resolving delays to maintain operational efficiency.

Highlights

- Worked on implementing a new tracking system that reduced the average processing time for customs clearance by 96%, enhancing operational efficiency.
- Optimized the documentation workflow, achieving a reduction in processing time per shipment, thereby enhancing overall operational efficiency.
- Oversaw the clearance of more than 450 shipments each month, ensuring compliance with all customs regulations and minimizing delays.
- Streamlined the invoicing process, resulting in an 80% increase in on-time payments from clients, positively impacting cash flow.

EDUCATION

Masters Degree in Logistics & Supply Chain
RVS College of Arts, Coimbatore, **2012**

B.A. in Economics
Government College of India, Ooty, **2010**

PERSONAL DETAILS

Date of Birth: 23rd March 1988

Languages Known: Tamil, English, Malayalam, Hindi

Address: Dubai, UAE

Nationality: Indian

Visa Status: Employment Visa

Passport Details: K1083547

Marital Status: Married

International Maritime & Aviation LLC, Dubai, UAE
Jan'2015 to Nov'2020 | **Export Documentation Executive**

- Prepared and submitted loading instructions to liners, ensuring timely confirmation and accurate processing of shipments.
- Updated shippers and consignees on shipment status and facilitated timely AMS (Advance Manifest System) and ISF (Importer Security Filing) submissions for USA Customs, along with ACI (Advance Cargo Information) filing for Canada Customs.
- Processed and validated commercial invoices, ensuring data integrity, accuracy, and compliance with export laws and regulations.
- Coordinated with trading desks, loading facilities, freight forwarders, brokers, vendors, and customers to ensure seamless international shipping operations.
- Monitored accounts payable and receivable, ensuring timely vessel transaction payments and prompt collections to maintain financial accuracy.
- Created, assembled, and submitted country-specific export documentation in compliance with global trade regulations while verifying sanctioned party screenings before document release.
- Maintained organized and cataloged export files, supported cross-functional teams in international business transactions.
- Continuously updated industry knowledge to ensure regulatory compliance.

Highlights

- Implemented a digital filing system that improved the retrieval time of export documents by 90%, facilitating quicker access during audits and compliance checks.
- Successfully managed a high volume of export shipments, achieving an 80 % increase in throughput without compromising quality or compliance.
- Developed a training program for new hires, improving onboarding efficiency and reducing the time to competency by 70 %.

Freight Systems (FSL), Chennai, India (Dubai Back Office Support)
Oct'2013 to Jan'2015 | **Logistics Customer Service Representative**

- Managed end-to-end FCL & LCL documentation for multiple destinations from Jebel Ali, ensuring accuracy in Shipping Instructions, Bill of Lading (BL) drafts, and final BL release while coordinating with carriers, shippers, and overseas agents.
- Executed shipments in compliance with SOPs, updating shippers and consignees on shipment status and ensuring timely submission of ACI details for regulatory filings.
- Processed freight payments by tracking shipper payments, coordinating with liners for freight invoices, and ensuring BL release against confirmed payments, while also preparing and verifying Shipper and Agent Debit Notes.
- Arranged collection of BLs from liners, verifying ocean freight charges and other applicable costs to ensure accuracy before final issuance.
- Filed critical customs documentation, including AMS and ISF for USA Customs, while sharing ISF details with customers and agents to ensure compliance.
- Prepared and shared comprehensive DSR with shippers and agents.
- Worked with Finance, Logistics, and Sales to streamline shipping operations and dispatched pre-alert documents to overseas partners within defined timeframes.

Jupiter Logistics, Chennai, India | Sep'2013 to Oct'2013 | **Sales Support**

- Supported Sales Team by ensuring coordination across departments, maintaining sales order files, tracking the sales pipeline, and facilitating effective sales activities.
- Prepared quotations, agreements, and invoices, generated sales reports, and ensured timely notification of order delays or out-of-stock situations.
- Managed customer inquiries via phone, email, and fax, and handled back-office operations for smooth workflow in the sales process.

TVS Logistics, Chennai, India | Mar'2012 to Sep'2013 | **Customer Service**

- Processed comprehensive import and export documentation.
- Issued and managed the release of BLs, including coordination for Switch BLs.
- Communicated with customers to confirm BL details and documentation, ensuring all required permits and shipping documents were accurately prepared and verified.
- Supervised shipment deliveries, meeting deadlines and compliance requirements.