

ABDULLAH N

CUSTOMER SERVICE AND PRICING SPECIALIST

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Summary

Detail-oriented Logistics Coordinator with expertise in export operations, ocean freight management, and end-to-end supply chain coordination. Skilled in FCL/LCL shipments, customs documentation, and bill of lading (MBL/HBL) processing. Proficient in freight pricing, rate negotiation, and container space allocation for cost-effective logistics solutions. Experienced in cargo clearance, CHA coordination, and NVOCC management. Strong knowledge of international trade compliance, logistics documentation, and warehouse safety regulations. Adept at optimizing supply chain processes, improving route efficiency, and implementing risk management strategies. Proficient in ERP systems, fleet coordination, and logistics reporting. Seeking to contribute logistics and process improvement expertise to a dynamic organization in the UAE.

Technical Skills

Export Operations | Ocean Freight Management | FCL and LCL Shipments | Customs Documentation | Bill of Lading (MBL/HBL) | Freight Pricing and Quoting | Rate Negotiation | Container Space Allocation | Cargo Clearance | Form 13 Preparation | Shipping Documentation | Vendor and Client Invoicing | Pre-Alerts and Reporting | Customer Onboarding | CHA Coordination | NVOCC Management | International Trade Compliance | Logistics Documentation | Warehouse Safety Compliance | Order Fulfillment | Material Handling | Supply Chain Optimization | Demand Planning | Logistics Reporting | Fleet Coordination | Risk Management | ERP Systems | Inventory Auditing | Distribution Planning | Route Optimization | Stock Management | Process Improvement | Data Analysis

Work History

Apple Freight And Logistics Pvt Ltd | Logisticse –
Senior Customer Service and Documentation Specialist

August 2022 – February 2025
Tamil Nadu, India

- Managed export operations for ocean shipments, including pricing, documentation, and customer onboarding, achieving a 20% increase in operational efficiency.
- Analyzed and coordinated supply chain logistics, ensuring seamless execution of FCL and LCL shipments globally.
- Negotiated competitive rates with transport providers, CHA, and shipping companies, reducing costs by 15%.
- Priced and quoted for nomination and local origin shipments, organized cargo pickup, and ensured timely delivery to CFS.
- Prepared and verified customs documentation, ensuring compliance with clearance requirements and optimizing container space allocation.
- Prepared and posted Form 13, shared stuffing reports with clients, and finalized MBL/HBL instructions after consignee and shipper confirmation.
- Generated client invoices and payment requests for vendors, maintaining accurate financial records.
- Tracked shipments end-to-end, providing pre-alerts to destination agents and ensuring on-time delivery.
- Independently managed inside sales, building customer relationships and identifying upselling opportunities, directly contributing to team success and company growth.

Education

Bachelor of Computer Applications (BCA)
Bharathidasan University

June 2017 – May 2020
Tami Nadu, India

Master of Business Administration (MBA)
Madras University

June 2020 – May 2022
Tami Nadu, India

Certificates

ANGULAR JS

Jamal Mohamed College

Trichy, India

Language

English: Read, Write, Speak | **Tamil:** Read, Write, Speak
