



# SHIBIN ARULDHAS

IMPORT CUSTOMER SERVICE & SALES

## PROFILE

Talented worker with almost 6 year's of experience in Shipping & Logistics field both in India & UAE. I am seeking employment with a company where I can use talents & Skills to grow and expand the company.

## PERSONAL INFO :

DOB : 08 / Mar / 1994  
Marital Status : Married  
Nationality : Indian  
Having valid UAE driving license

## CONTACT

Mobile : 00971 54 478 7446  
Email : Shibindhas07@gmail.com  
Location : Karama, Dubai, UAE

## CORE QUALIFICATION :

- Preparing Quotations
- Negotiation
- Follow-up queries / shipments
- Deadline Oriented
- Interpersonal Skills
- Accuracy
- Reporting Skills
- Decision making
- Teamwork
- Customer Service

## WORK EXPERIENCE

### 2018 - PRESENT

#### **SSC CONSOLIDATION | IMPORT CUSTOMER SERVICE & SALES | JEBEL ALI, DUBAI, UAE**

- Experience in Pricing and customer service assistance for import shipments.
- Receive inquiries, confirm details with Sales/BDs. Communicate with agents to source the best rates
- Procure Ocean Freight from multiple agents and offer to Sales/BDs as per their client's requirement.
- Negotiate with agents until the target rate is received.
- Once the shipment is confirmed, coordinate with the relevant agent/shipping for smooth discharge / clearance / delivery of shipment.
- For cross-trade shipments: Coordinate with multiple agents in the country of shipment origin and ensure to source the best competitive rates in the market. For DDU/ EXW shipments, need to source rates from multiple agents at the destination as well.
- Proactively contact Sales/BDs and provide a clear and concise explanation of any delays in rate sourcing specifying the reason(s) for the delay and coordinate with Sales/ CS on any additional information needed.
- Relationship building with carriers: Making strong relationships that lead to quicker response time and better rates.
- **Solid experience in Delivery order counter.**
- To issue Delivery Orders / NOCs / DO revalidations accurately.
- To ensure invoicing of all DO Revalidation / DO Reissuance charges.
- Charging storage if applicable at times of cargo collection.

#### ADDITIONAL TECHNICAL SKILLS :

- MS Office
- MS Excel
- Outlook

- Check the DO and BOE prior releasing cargoes
- Knowledge on WMS software for release of cargo from warehouse.

#### 2017 - 2018

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##### **CMA CGM | EQUIPMENT HANDLING | CHENNAI**

- Handling container tracking, updating moves for containers.
- Linking / De-linking of containers to booking
- Voyage planning for containers to their respective destinations
- Load list / discharge list reconciliation

#### EDUCATION

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**2016** | MBA in shipping and Logistics – Indian Institute of Logistics

**2014** | BA Economics

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I hereby declare that all the information given above is true and correct to the best of my knowledge. All the information shared in the resume is correct, and I take full responsibility for its correctness.

Yours Truly

Shibin Aruldas