



Ms Helan Varghese

Date of birth: 18-11-1995 **Nationality:** INDIA

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Profile

Driven and detail-oriented Freight Forwarding Coordinator with over 4 years of experience in logistics, sales support, and customer service. Skilled in providing accurate quotations, managing shipments, and ensuring regulatory compliance. Known for optimizing operations, resolving issues, and generating clear reports. Builds strong client relationships and collaborates effectively with teams to enhance sales and satisfaction. Seeking a role where I can bring my organizational and problem-solving skills to a dynamic and innovative environment.

Education

01/2020 – 02/2024
Aubervilliers, France

Master of Business Administration (MBA)
Ascencia Business School

06/2014 – 08/2017
Chennai, India

Accounting and finance | Bachelor of Commerce
University of Annamalai

Work Experience

05/2024 – present
Dubai,
United Arab Emirates

Coordinator
ADSO LLC

- Mainly responsible for giving accurate shipping prices for sea and air freight.
- Work with internal teams to get the correct pricing information.
- Handle shipment paperwork and ensure compliance with customs and shipping regulations.
- Help manage invoicing, financial records, and create reports on import/export activities.
- Assist in coordinating shipments to ensure they are delivered on time and meet regulatory requirements.

09/2022 – 09/2023
Dubai,
United Arab Emirates

Internal Sales Coordinator and Customer Service Representative
Europa Air And Sea Cargo LLC – Dubai, UAE

- Provided detailed and competitive quotations for sea and air freight services tailored to client needs.
- Coordinated with international agents to streamline shipment processes and resolve issues.
- Managed shipping documentation and ensured adherence to international regulations and standards.
- Oversaw client invoicing, financial records, and ensured timely payments.
- Enhanced customer satisfaction by addressing and resolving shipment-related issues promptly.
- Implemented strategies to increase shipment volume and expand the client base through effective relationship management.

03/2019 – 10/2021
Abu Dhabi,
United Arab Emirates

Sales Coordinator
Globelink West Star Shipping LLC

Work Experience

- Prepared and delivered accurate quotations for a range of freight services, ensuring competitive pricing.
- Facilitated smooth communication between sales, operations to optimize service delivery.
- Managed shipping documentation and ensured compliance with customs regulations and industry standards.
- Handled invoicing and maintained financial records to support accurate billing and financial tracking.
- Addressed shipment issues and provided high-quality customer service to ensure client satisfaction.
- Contributed to business growth by increasing shipment volume and acquiring new clients through proactive sales strategies.

11/2017 – 12/2018
Abu Dhabi,
United Arab Emirates

**Data Entry Clerk and Coordinator
First Abu Dhabi Bank**

- Maintained accurate and up-to-date client data records in the bank's system.
- Coordinated with various departments to ensure the efficient processing of data and addressed any discrepancies.
- Demonstrated attention to detail and effective time management to handle a high volume of data entry tasks.

Skills

Microsoft Office

CargoWise

Leonardo

Customer Service Skills

Organizational Skills

Sales and Negotiation Skills

Interpersonal Skills

Analytical and Reporting Skills

Adaptability and Flexibility

Languages

English
Professional

Hind
Limited

Malayalam
Native

References

Available upon request for further details.