



# MOHAMED RAFFI

## SENIOR LOGISTICS OFFICER

### PROFILE

Results-oriented logistics professional having expertise in supply chain management, inventory control, logistics operations, and planning. Excellent analytical abilities, meticulousness, and a dedication to continuous improvement. Outstanding team leader and communicator who prioritizes attaining operational excellence in fast-paced environments. I'm looking for any administrative or managerial jobs that might help me achieve my career aspirations

### WORK EXPERIENCE

- Kuehne +Nagel Pte Ltd** 2012 - 2024  
Senior Logistics Officer / Executive
  - Manage customer inquiries and bookings, secure competitive rates, and coordinate transport arrangements with carriers and truckers, including the oversized, heavy, or high-value goods required for specific projects.
  - Oversee order follow-ups, provide shipment status updates, and handle pre-alerts and complaints. Identify the most suitable transportation routes and modes, such as trucks, ships, air, barges, etc., considering regulatory requirements and ensuring timely delivery.
  - Arrange air and sea charter operations, contact shipping lines for bookings, and ensure efficient execution of all shipping processes. Responsible for the overall process of customer PO booking through shipment execution.
  - Handle critical customer complaints and issues and provide resolution in a timely and professional manner. Develop and implement customer service procedures, SOPs, and set up QTC processes following internal guidelines and policies.
  - Involve obtaining the necessary permits, licenses, and clearances for transporting oversized loads or hazardous materials.
  - Prepare and present weekly reports, analyze data to identify key issues, and make recommendations as needed. Performed root cause analysis on any discrepancies between customer orders and shipped orders. Identified opportunities for process improvements through automation or technology implementations.
  - Monitored various KPIs such as inventory turns, stock levels, and lead times in order to optimize warehouse operations. Negotiated contracts with suppliers for optimal pricing while meeting quality standards set by the company. Analyzed data from multiple sources to identify areas of improvement within the supply chain process. Spearheaded transport arrangements for high-value and oversized goods, ensuring timely delivery across multimodal channels.
  - Reduced shipping costs by 15% through vendor negotiations and route optimization strategies.
  - Enhanced customer satisfaction by resolving complaints promptly and providing real-time shipment updates. Implemented SOPs that improved operational efficiency by 20% and ensured compliance with industry regulations. Monitored KPIs such as inventory turns and order accuracy to optimize warehouse

### CONTACT

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- Satwa , Dubai

### EDUCATION

#### SRM UNIVERSITY 2024 -2026

- Master of Business Administration MBA

#### ANNA UNIVERSITY 2001- 2006

##### LANGUAGES

- Bachelor of Information Technology B.Tech

### SKILLS

- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Business Analysis, AI Tools

### LANGUAGES

- English (Fluent)
- Tamil (Fluent)
- Hindi (Fluent)
- Arabic (Basic)
- Malayalam (Basic)

## REFERENCE

- Available upon Request

## LANGUAGES

### ● Daxco Digital Pte Ltd

2011 - 2012

Shipping Coordinator / Executive

- Coordinate with the Sales and Purchasing Divisions to fulfill shipping requirements and, manage local distribution, air/sea freight consignments, and courier services. .Handle Letter of Credit (L/C) documentation, including issuing amendments and negotiating terms. Prepare essential shipping documents, such as invoices, packing lists, B/L, AWB, and certificates of origin.
- Collaborate with overseas agents and manage purchasing information, ensuring accurate invoice matching and timely submission of documentation to finance.
- Maintained accurate records of all shipping documents, including invoices, bills of lading, and packing slips. Generated purchase orders for materials needed in the shipping process.
- Utilized ERP software to track orders, manage inventory, and coordinate shipments.
- Reviewed invoices from carriers and verified the accuracy of charges before payment processing.

### ● Laboutel Logistics Pte Ltd

2008 - 2011

Transport controller

- Assist the operations manager with the deployment of the drivers, controlling and scheduling tasks for all the drivers, and monitoring the overall transport operations via GPS.
- Arranging for the vehicle inspections as per the scheduled plan. Responsible for preparing the payrolls for the transporters. Maintain contact with relevant licensing authorities and oversee the process of annual fleet insurance renewal, port passes, and registration to avoid penalties.
- Plan and allocate daily workloads within the transport team to meet customer requirements. Ensure all fleet requirements from clients and coordinators are met promptly and efficiently. Respond to customer follow-ups, address delivery efficiency, and handle justified complaints.

### ● Al Hoorani Automatic Gear LLC

2006 - 2008

Store Keeper / Warehouse inventory

- Receive and process incoming shipments, checking for damage or discrepancies.
- Store and organize inventory in a clean and secure manner. Maintain accurate records of inventory levels, receipts, and issues. Provide excellent customer service and respond to customers. Managing inventory levels and warehouse stocks based on forecasted requirements.
- Coordinating with transportation companies and route drivers for product pickup and deliveries. Ensuring effective and timely implementation of daily operational goals, including shipping functions and inventory management. Arranging logistics required shipments and negotiating costs with 3rd party logistics providers.