

SHAZIL WAZIM K

Coordinator/Customer Support / Admin



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Summary

- Proven track record of optimizing supply chain operations to ensure timely and cost-effective delivery of products and materials.
- Skilled in coordinating with multiple stakeholders, including vendors, suppliers, and freight carriers, to streamline logistics operations and reduce costs.
- Proficient in using advanced logistics software and systems to track shipments, manage inventory, and analyze operational data for process improvements.
- Strong problem-solving abilities with a knack for handling complex logistics challenges, including route optimization, load planning, and risk mitigation.
- Experienced in compliance management, ensuring all logistics operations adhere to safety, legal, and industry regulations.
- Expertise in fleet coordination, ensuring vehicle maintenance, fuel efficiency, and route scheduling are optimized for maximum productivity.
- Adept at cost analysis and budgeting, identifying opportunities to cut expenses while maintaining service quality.
- A goal-oriented team player committed to delivering exceptional customer service, driving operational excellence, and exceeding organizational objectives.

Professional Experience

**MASS ALLIED FREIGHTERS
TRANSPORT & LOGISTIC COORDINATOR**

JULY 2024 - PRESENT

- Managed transportation operations within a 3PL framework, ensuring timely and cost-effective delivery of goods.
- Coordinated with carriers, drivers, and clients to optimize delivery schedules and minimize transit delays.
- Monitored fleet performance, vehicle maintenance, and compliance with transportation regulations.
- Handled documentation, including waybills, invoices, and shipment tracking records.
- Resolved transportation issues by liaising with internal teams and external logistics partners.
- Improved route planning efficiency, reducing fuel costs and delivery times.
- Provided customer support by addressing shipment inquiries and resolving escalations.
- Managed end-to-end shipment operations, from job opening to closure, ensuring smooth logistics flow.
- Oversaw GPS tracking and fleet monitoring to enhance route efficiency and reduce delays.
- Prepared and maintained weekly trip sheets, tracking mileage, fuel usage, and delivery. Collaborated with warehouse teams to ensure seamless loading and unloading operations.
- Reduced transportation costs by optimizing routes and coordinating load consolidation.
- Maintained accurate records-fuel consumption,maintenance schedules,driver logs for auditing

- process complaints and issues related to products or services. To enhance customer experience, they help customers complete purchases, upgrades/returns and frequently provide necessary technical assistance.
- Expertise in accurate export & Import document preparation and procedures (Invoice, Packing list , Delivery Order, Bill of Lading, Certificate of Origin, Product registration with Dubai Municipality Custom Documents & L/Cs documents).
- Proficiency in managing and monitoring receipt of all incoming materials, receiving inspection, storage, issue, stock verification, stock control and identifying surplus & obsolete materials and disposal of scrap.
- Resourceful in managing day-to-day relationship with vendors, customers, transporters, shipping lines & freight forwarders, from placement of order till delivery of shipment, rate negotiations as to ensure achievement of service and quality norms for smooth flow of operations & supply of required items.
- Expertise in Handling Various types of Bill of Lading (Original Bill of lading, Switch BL , Telex Release, Sea Way BL)
- Commitment to client satisfaction is unwavering, as I address errors promptly and verify order accuracy.
- Coordinated and managed shipments to ensure timely delivery of goods to clients and customers
- Oversaw inventory management and maintained accurate stock records to prevent shortages or excesses
- Collaborated with suppliers and vendors to negotiate pricing, terms, and delivery schedules
- Implemented cost-saving strategies by optimizing transportation routes.

Education

Bachelor of Business Administration (Logistics and Supply Chain)- Bharathiyar University 2020 — 2023

Technical & soft skill

- Flair
- fins
- Tally
- Microsoft Office
- Outlook
- Supply chain Management
- Logistics and Shipping
- Warehouse Management
- Operation

Details

- Passport - M9434934
- DOB - 28-09-1997