

Shoaib Khalid

Global Freight Forwarder

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Summary

Key Accounts Manager with extensive experience in Sales, Pricing, and Operations within the Global Freight Forwarding sector. Highly motivated and results-driven professional, skilled in fostering strong client relationships and driving new business generation. Exceptional communication, negotiation, and persuasion abilities ensure successful client retention and satisfaction.

Experience

Key Account Manager

NAQEL Express

05/2023 - Current

- Generated revenue and handled disputes for key account customers.
- Onboarded new clients, increasing regular business and enhancing company reputation.
- Organized weekly meetings with pricing, operations, sales, and finance teams for smooth operations.
- Established a fixed payment cycle to vendors and improved cash collection from customers.
- Forecasted revenue from existing and new accounts.
- Provided quotations for imports, exports, and cross-trade shipments via air, sea, and land.
- Offered customs clearance solutions for various freight modes.
- Identified required documents and procedures for customs clearance based on country standards.
- Delivered end-to-end solutions for dangerous goods, temperature-controlled, perishable, and general cargo shipments.
- Ensured competitive pricing by validating costs from multiple carriers.
- Maintained strong relationships with customers through regular follow-ups and feedback.
- Managed key account queries related to shipments, pricing, invoicing, and tracking.
- Collaborated with vendors and agents to resolve disputes and manage invoices.

Pricing Specialist

NAQEL EXPRESS Co

02/2020 - 04/2023

- Provided quotations for RFQs from clients, Inter-department pharma and cold chain departments queries
- Participated in bidding on the Etihad portal, successfully winning multiple government project shipments.
- Offered quotes for air, sea, and land shipments including import, export, and cross-trade movements.
- Developed pricing solutions for general cargo, perishable items, and dangerous goods (DG) shipments.
- Developed Agents business relationships via WCA, JC Trans network for pricing on overseas freight movement.

Salesperson

Green Link Cargo Trading Co

01/2018 - 01/2020

Introduced to Freight Forwarding; began in sales, securing key clients within the first year, generating significant revenue.

- Transitioned to operations, enhancing knowledge of International LCL, FCL, Air Freight, and GCC Land Freight processes.
 - Developed strong relationships with carriers and agents, optimizing pricing and credit terms for market growth.
 - Coached new employees in pricing and operations.
 - Maintained records of sales, agent lists, collections, and payment releases.
 - Conducted regular meetings with management and customers to ensure high service levels.
 - Increased profit margins on files from 6% to over 10%.
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Education

Bachelor of Business Administration

Amity University - Delhi - India

03/2022 - Current

- Logistics & Supply Chain

Higher Secondary School

International Indian School - Riyadh, Riyadh Region

- 05/2013

- Science - Physics , Chemistry , Mathematics , English
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Skills

Freight Transportation



Sales Management



Supply Chain Management



Microsoft Office



Customer Service



Import/Export Operations



Negotiation



Languages

English



Hindi



Arabic



Malayalam

