



FAHEEM PK

OPERATIONS COORDINATOR

Professional Summary

A highly motivated and adaptable logistics and documentation professional with 2 years of experience in the shipping, logistics, and supply chain industry in Saudi Arabia. Skilled in leveraging advanced logistics technology to optimize shipping processes and ensure seamless operations. Proficient in customer support and effective problem-solving, with a strong focus on meeting client expectations while maintaining quality standards and ensuring timely deliveries. Seeking a responsible position to contribute expertise and drive operational excellence. Proven ability to manage complex logistics tasks while maintaining a high level of efficiency and accuracy. Committed to continuous improvement and delivering results that enhance overall supply chain performance.

Work Experience

Jan 2023 - Jan 2025

White Dome Logistics | Dammam, Saudi Arabia

Customs Clearance Coordinator

- Liaised with freight forwarders to ensure timely and efficient delivery of shipments to their designated destinations.
- Demonstrated proficiency in all CARGO WISE activities, ensuring seamless operational workflows.
- Communicated periodically with customers to understand their needs, address concerns, and provide effective solutions.
- Possessed comprehensive knowledge of customs documentation (Bayan) and border customs procedures.
- Provided clear and detailed instructions to ensure drivers were properly routed for efficient deliveries.
- Monitored shipments and resolved delays to maintain supply chain efficiency.
- Applied a strong understanding of Incoterms to facilitate international trade and compliance.
- Contributed to the development of a robust supply chain and efficient logistics network.
- Negotiated contracts with external suppliers to achieve cost minimization and efficiency.
- Ensured all transportation and logistics services were identified, mapped, and maintained within budgetary constraints.

Dec 2021 - Dec 2022

LuLu Sarees | Kerala, India

Sales Executive

- Developed and maintained strong relationships with customers to drive repeat business and brand loyalty.
- Identified and pursued new sales opportunities to expand the customer base and meet revenue targets.
- Conducted market research to understand customer needs and stay updated on industry trends.
- Negotiated contracts and pricing agreements to close deals effectively while ensuring customer satisfaction.
- Managed the entire sales process, from prospecting to post-sales follow-up, ensuring a seamless customer experience.
- Collaborated with the marketing team to align sales efforts with promotional campaigns and generate leads.
- Monitored competitor activities to identify opportunities for market differentiation.
- Provided exceptional customer service by addressing inquiries, resolving complaints, and ensuring timely delivery.

Contact

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Education

2020 - 2023

Bachelor Of Business Administration

Mahe Co-Operative College of Higher Education & Technology - Kerala, India

2018- 2020

Higher Secondary

Mubarak Higher Secondary School - Kerala, India

Professional Skills

- Shipping Line OPS
- Logistics Documentation
- Lead Generation and Prospecting
- Logistics Coordination
- Freight Forwarding Management
- Customer Relations
- Customs Documentation Expertise
- Route Planning
- Shipment Tracking
- Contract Negotiation
- Data Analysis
- Process Improvement

Language

English - Professional Working Proficiency

Arabic - Professional Working Proficiency

Hindi - Professional Working Proficiency

Malayalam - Native