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Supply Chain Analyst - Sea Freight Exports and Imports

# Mohammed Abdul Majeeth

Highly-skilled and experienced professional in **Supply Chain**, with nearly a decade of expertise in **Operations and Process Management, Export and Import, and Performance Evaluation**. Demonstrates a strong focus on **client satisfaction** and excels in team mentorship roles. Proven track record in **strategy formulation, and analytical thinking**, and seeking challenging opportunities. Proficient in operating systems, programming languages, and application software, with exceptional knowledge as a Certified Logistics Professional. Possesses the ability to work in dynamic environments and is self-motivated to achieve goals. Aspires to join an organization that focuses on creating business and investment drafts, contacting shippers, collecting shipments, and driving instant development by taking decisive actions.

## Differentiator

- Geographic Expertise: Extensive knowledge of customs regulations and trade agreements in the different region, including experience working with suppliers and customers in many countries. Successfully implemented cost-saving measures by negotiating favorable freight rates with local carriers.
- Multilingual Skills: Fluent in English, and Assamese with a solid understanding of cultural nuances and business practices in these regions. Successfully communicated with global stakeholders and resolved supply chain issues across different time zones.
- Technology Skills: Proficient in using supply chain management software, such as SAP and JDA, to optimize logistics operations and track key performance indicators. Successfully implemented a new supply chain management system that reduced processing time by 30%.

## Current Work Highlights

**Senior Customer Service | Vanguard Logistics Dubai, UAE | Aug 2023 - Present**

**Package Used: E-Freight Suite**

- Deliver exceptional customer service, ensuring client satisfaction and retention through prompt resolution of inquiries and issues.
- Manage both Less than Container Load (LCL) and Full Container Load (FCL) inquiries, providing detailed information and guidance to customers.
- Provide accurate quotes to clients, including timelines for sea and air freight, enhancing transparency and trust.
- Ensure adherence to all sea freight and air freight process protocols, maintaining compliance with industry standards and company policies.
- Oversee customer service and pricing strategies, implementing cost-effective solutions without compromising on service quality.
- Cultivate strong relationships with clients, understanding their needs and offering tailored logistics solutions to meet their requirements.
- Implement and monitor process improvements in customer service and freight handling, driving operational efficiency and effectiveness.
- Collaborate with cross-functional teams to streamline service delivery, ensuring timely and accurate freight forwarding services.
- Conduct regular training sessions for new staff on customer service excellence and logistics operations, fostering a culture of continuous learning and improvement.
- Analyze customer feedback and market trends to recommend adjustments in service offerings, contributing to the company's competitive positioning in the market.
- Developed and maintained strong relationships with clients to ensure high levels of satisfaction and repeat business.
- Coordinated with internal departments to optimize service delivery and resolve issues promptly, enhancing customer experience.
- Analyzed customer feedback and collaborated with the management team to develop strategies for service improvement and efficiency.

## Career Growth

Since Aug 2023

Vanguard Logistics Dubai, UAE  
Senior Customer Service

2019 – May 2023

DMC Global Logistics, Qatar  
Senior Customer Service

2014 – 2018

New Age Software and Solutions Pvt. Ltd. (M/s. Freight Systems Ltd.)  
Senior Customer Executive - Sea and Air Export

## Education Details

MBA from University of Madras, Chennai

Bachelor's Degree in Commerce from University of Madras, India

## Awards & Recognition

Recognized for excellence and outstanding performance as a '**RISING STAR**' in New Age Software and Solutions Pvt. Ltd.

## Personal Details

**Date of Birth:** 9<sup>th</sup> January, 1991

**Languages:** English (proficient), and Tamil (native)

**Nationality:** Indian

**License:** Valid UAE License No. 4872995 (validity – 30.01.2027)

**Present Address:** Dubai, UAE

## Previous Experience

**Senior Customer Service , DMC Global Logistics, Qatar | 2019 - May 2023**

**Package Used: Jupiter**

Role Progression

- Validated pre-alert and followed up on Sea way bill to ensure on-time shipment delivery.
- Ensured the efficient management of shipments by monitoring liner's ETA and pursuing liner's invoice.
- Generated job and updated cost on job file/vendor costing to ensure accurate cost monitoring and efficient resource utilization.
- Sent an arrival notice to customers with standard destination charges, informing them of the arrival and costs of their shipments.
- Issued D/O to customers and generating payment receipts in SYSTEM to ensure timely and accurate billing and payment processing.
- Consolidated all the cargo and placed the container in the warehouse for stuffing.
- Organized loading every Friday and haz container loading every Thursday.
- Managed key accounts for logistics exports by following up on nomination and acknowledging the same.
- Maintained SOA for cash and checks upon receipt from customers and submitting them daily to the finance team to ensure accurate financial monitoring and reporting.
- Exported successfully 1x20 ft. FCL to Karachi each month, generating sales revenue and contributing to the growth of the business.
- Performed monthly closing operations and job closure, ensuring accurate reporting and financial management.

**Senior Customer Executive - Sea and Air Export – Import, New Age Software and Solutions Pvt. Ltd. (M/s. Freight Systems Ltd.) | 2014 - 2018**

**Package Used: E-Freight Suite**

Role Progression

- Provided agents and customers (self-routed - All AAA accounts) with SEA LCL-FCL and AIR quotes based on country by obtaining from various liners and airlines correspondingly.
- Analyzed the buy and sell prices based on the TOS. Executed the shipment and billing customers and agents accordingly, we Coordinated with shippers, UK haulers, carriers, and airlines via phone and email to move merchandise from POR to POL and POL to POD, respectively.
- Prepared and shared a weekly LCL/FCL container loading list plan with the loading warehouse.
- Filed data in customs clearance and VGM based on the shipper's commercial documents SEA and AIR prior to the port of loading cutoff.
- Coordinated with HMRC if the products were intercepted by an airline.
- Prepared Bill of Lading and Air Waybills to monitor on-board departure status with the liner and airline, as well as dispatching pre-alert documents to the destination.
- Prepared European Certificate of Origin and Invoice Attestation with the Chamber of Commerce in order to clear the shipment both by sea and by air at the destination.
- Followed debit notes from co-loaders/carriers and kept track of a shipment's cost and revenue for enhanced financial visibility.
- Provided consumers with CAN status updates and monitored arrival status with the liner and airline.
- Obtained carrier invoices and made payment arrangements to obtain the releasing order.
- Effectively managed the team in the absence of the superintendent.
- Managed and maintained proprietorship of assigned client accounts.
- Assisted in all other operational areas per management direction.
- Demonstrated customer service skills, including the ability to identify client requirements and solve problems.

## Signature Skills

- Logistics Management
- Import and Export Regulations
- Freight Forwarding
- Supply Chain Planning
- Risk Management
- Data Analysis



Communication



Collaboration



Relationship Building



Conflict Resolution



Active Listening



Leadership



Customer Service



Emotional Intelligence



Cultural Competence



Adaptability

