

Jackin Gala

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Summary

A highly experienced and organized professional with over 23 years in Supply Chain, Business Development, Sales & Marketing, Branch Management, Key Account Management, and Executive Leadership within the Freight Forwarding and Contract Logistics/NVOCC Industry. Proven expertise in managing Medium Density projects, contract negotiations, and navigating industry regulations in the UAE and Australia. A strong, proactive leader with excellent communication skills, adept at motivating teams and managing multiple tasks simultaneously. Committed to maintaining project timelines and budgets through diligence and a positive attitude, and skilled in resolving potential problems efficiently.

Work Experience

Linfox Pty Limited

Melbourne, Australia

Manager-Key Accounts

Sep. 2022 – Jun. 2024

- Cultivated and sustained long-term business relationships with both existing and former clients.
- Developed and optimized departmental processes to meet client requirements, ensuring efficient and smooth operations.
- Managed sales growth, market demand, and volume, while overseeing daily operations across Warehouse, Operation, and Trucking departments to ensure timely processes.
- Established revenue objectives and key performance metrics, regularly reporting sales data to the executive team to guide strategic decisions.

Achievements:

- *Managed to set up SCM Model for smooth movement for one of the major Chain of Departmental Store (Imports-warehousing-distribution to multiple outlets) and also managed to make some inroads to give them solution on other vertical of business*
- *Able to secure some business with former lost clients (3 clients) provided warehousing and distribution services*

AISC Middle East Cargo Services LLC,

Dubai, UAE

Manager- Sales&Operations

Mar. 2021 – Jul. 2022

- Developed yearly unit and gross profit projections, set and achieved sales goals, and created and implemented the company's packaging division sales strategy.
- Evaluated and enhanced departmental processes to increase profits, maintain sales growth, and optimize costs and service levels.
- Managed UAE Customs procedures, ensured compliance, and oversaw import/export movements from key regions, maintaining high levels of client satisfaction.
- Monitored competitors' sales efforts, established revenue objectives and key performance metrics, provided regular sales data to the executive team, and initiated innovative business activities to boost sales while ensuring compliance with corporate policies and ethics.

Achievements:

- *Individually managed to accomplish 1500 TEU (import/export) by sea and 18 Tons by air on an annual basis, while the group managed to achieve 2000 TEU on a yearly basis, 50 Tons by air (import/export), and 1000 truck loads to GCC (export).*

Jordex Global Logistics FZE

Abu Dhabi, UAE

Senior Sales Manager

Jan. 2019 – Feb. 2021

- Responsible for freight forwarding sales and business development in the UAE, developing and implementing a successful sales strategy.
- Established productive and professional connections with key individuals in allocated client accounts, negotiating and finalizing contracts with significant clients.
- Developed sales and business development strategies for the management team, including strategic advising, business plan creation, sales development, and generating annual sales budget projections. Submitted RFQs for contractual business and set KPIs for business development.
- Monitored and evaluated performance data, offering changes based on market circumstances, and assisted the company's operations by developing and executing effective operational strategies.

Achievements:

- *Actively involving in company P/L with generating revenue of 7 million in last 12 months with average GP margin of 15 % and managing sales team with proper yearly sales plan and achieved the proposed numbers*

IMPEX Marines Shipping LLC

General Manager

Dubai, UAE

Jan. 2016 – Aug. 2018

- Established the company for NVOCC operations and freight forwarding (SEA/LAND) and set up an agency for these operations in the UAE.
- Negotiated special equipment leasing contracts, securing a lease of 300 TEU, and identified trade channels for special equipment movement across India, GCC, Pakistan, Bangladesh, Iran, Iraq, and CIS.
- Focused on project freight movements, ensuring specific equipment (Flat Tracks and Open Tops) were utilized effectively, and managed the daily operations for equipment transfer.
- Established the complete company structure, including banking and addressing day-to-day financial demands.

Achievements:

- *Responsible for P/L for the company (generated a revenue of 1.2 million monthly with a margin of 25%)*
- *Generating a movement of 100 TEU's/month of special equipment's in the first 6 months from own inventory*

Global Marines Shipping LLC

Dubai, UAE

Sales Manager

Apr. 2014 – Dec. 2015

- Created the company's sales strategic planning process, aligning it with the company's goals, vision, and values.
- Held accountability for the company's profit and loss, reviewing the sales funnel and optimizing operational processes to support business leads.
- Ensured timely fulfillment of all client requirements, maintaining high service levels and addressing escalated client issues promptly for fast resolution.
- Supported the completion of business leads as needed, ensuring alignment with strategic objectives and operational efficiency.

Achievements:

- *Established a financial plan for the Company and ensured to achieve the targeted turnover figure of AED 10 million and AED 15 million for 2014 and 2015 respectively at a gross margin of 21 percent.*

TTL Shipping & Logistics LLC

Jebel Ali, UAE

Manager SCM

Jan. 2010 – Mar. 2013

- Managed a team of 6 Business Development Executives and Customer Service Representatives, consistently exceeding sales revenue and gross profit objectives.
- Conducted sales forecasting and budgeting for the business development team to meet organizational growth objectives and contributed to managing 450 comprehensive road movements to the GCC monthly.
- Analyzed and monitored sales activity schedules to manage product sales growth, individual sales effectiveness, and account base expansion.
- Cultivated senior-level customer relationships, delivering market-aligned services and innovative solutions to secure new business, while providing team leadership, training, motivation, and developing succession plans.

Achievements:

- *Responsible for the P/L for the SCM division, achieved approx. AED 2 million monthly revenue for the division.*

Career Achievements

- Cultivated long-term relationships with stakeholders by demonstrating a genuine commitment for delivering exceptional outcomes and facilitating solutions to address concerns.
- Acknowledged for having a unique ability to build strong relationships with various departments and management areas.
- Known for being a strong positive presence within the team by demonstrating support and a commitment for accountability, resulting in an increase in productivity, culture, and employee continuance. Recognised for being meticulous, deadline driven, flexible and adaptable to change and restructure, consequently developing a strong personal brand whilst enhancing the company brand.
- Developed a reputation for being meticulous, skilled in multitasking, with advanced organisational skills, which produced excellent outcomes and minimal challenges in deadline driven environments.
- Advanced awareness of social, cultural, diversity and inclusion, and environmental responsibilities, and the sustainability implications of actions at individual, team, and organisational levels.

Education

Diploma of Leadership and Management in Supply Chain

Melbourne, Australia

Bachelor's Degree in Commerce

Mumbai, India

Diploma in Computer Application

Mumbai, India

Skills and Additional Information

Technical Skills/ Professional Skills: Microsoft Office (Word, Excel, PowerPoint) Communication and Interpersonal Skills, Conflict Resolution, Working autonomously as part of a team, Leadership with multitasking capabilities, Time management, planning and organizing, client relationships