



MOHAMED NATHEER J

Customer Service and Pricing

ABOUT ME

A dynamic and motivated professional holding a Postgraduate **Diploma in International Logistics** with a robust background in **Business Administration**. Experienced in customer service and pricing coordination within the **logistics sector**. Proficient in **MS Excel, including VLOOKUP and Pivot Tables**, adept at building relationships, solving problems, and managing time effectively. Demonstrated capability in liaising with agents, customers, and international stakeholders to facilitate seamless cargo movement and sailing confirmations. A self-driven team player with exceptional verbal and written communication skills in English and Tamil. Aspiring to apply academic accomplishments and practical expertise to enhance organizational development and achievement.

CONTACT ME

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📍 Dubai, UAE.

KEY SKILLS

- Operations Management
- Logistics Coordination
- Customer Service
- Pricing Coordination
- Import Shipment Tracking
- Relationship Building
- Cross-functional Collaboration
- Continuous Improvement Initiatives
- Budgeting and Cost Control
- Problem-solving and Decision-making
- Communication Skills

TECHNICAL SKILLS

- MS Office
- Documentation Management
- Cargo Movement Monitoring
- Data Analysis and Reporting
- International Logistics Operations
- Shipping Coordination
- DSR Report Maintenance
- Stakeholder Liaison

EXPERIENCE

Customer service & Pricing Executive | Duration : Apr 2023 - Apr 2024

MP Consol, Chennai, Tamil Nadu.

- Coordinating with agents to track the status of import shipments.
- Liaising with customers to provide updates on cargo movement.
- Notifying customers and overseas parties of sailing confirmations and updating them with tracking details.

EDUCATION

PG Diploma In International Logistics | 2023

Business school of Logistics and Shipping, Chennai.

Bachelor of Business Administration | 2022

Syed Hameedha Arts And Science College, Keelakarai.

Higher Secondary School Certificate | 2019

BUKHARIYA Matric Higher Secondary School, Devipattinam.

Secondary School Leaving Certificate | 2017

Syed Ammal Matriculation Higher Secondary School, Ramanathapuram.

PERSONAL DETAILS

Date of Birth	: 26th February 2001
Nationality	: Indian
Passport Number	: Y7181913
Marital Status	: Unmarried
Languages Known	: English & Tamil
Address	: Flat No 221 STALCO BUILDING, KARAMA, DUBAI

ROLES AND RESPONSIBILITIES

- Coordinating and supervising the transportation of goods from suppliers to customers or warehouses.
- Managing and optimizing logistics operations to guarantee the efficient and punctual delivery of shipments.
- Tracking and monitoring the movement of goods, and communicating updates to relevant stakeholders.
- Engaging with carriers, freight forwarders, and customs agents to facilitate seamless shipment transit.
- Addressing and resolving supply chain issues promptly to minimize disruptions.
- Maintaining precise records of inventory, shipments, and transportation activities.
- Collaborating with internal departments like procurement, sales, and warehousing to streamline logistics procedures.
- Implementing cost-efficient strategies to enhance transportation and logistics cost-effectiveness.
- Ensuring adherence to shipping regulations and documentation prerequisites.
- Handling customer inquiries, complaints, and service-related requests professionally.
- Coordinating with agents to track import shipment progress and updating customers accordingly.
- Providing customers with regular updates on cargo movement status and addressing any concerns.
- Confirming sailing arrangements and sharing tracking information with customers and international parties.
- Initiating rate inquiries with carriers, co-loaders, and agents to secure competitive shipping rates.
- Following up with customers to verify shipment particulars and ensure smooth processing.
- Monitoring shipment progress and offering timely updates to customers.
- Maintaining and updating the Daily Sales Report (DSR) to monitor pricing and sales performance.
- Coordinating with shippers and international counterparts to confirm Bill of Lading (BL) details.
- Working closely with the documentation team to ensure prompt completion of Import General Manifest (IGM) filing and associated paperwork.