

SAFWAN MUHAMMED SHAFI MURSHEDKAR

LOGISTICS
COORDINATOR

PHONE | +91 9867134800
EMAIL | Safwan.shafi@yahoo.co.in
LOCATION | Mumbai, India
EXPERIENCE | 10 years 6 months
NATIONALITY | Indian
LANGUAGES | English, Hindi, Urdu

Key Skills

- Email Support
- Customer Handling
- Customer Relations
- Customer Relation Management
- Escalation Handling
- Follow-Ups
- Tracking
- Investigation Of Incidents
- Investigation Skills

Work Experience

Logistics Coordinator

Maersk Global Service Centre, Mumbai, India
May 2022 - Present

Role: Disputes Handling | Customer Service | Invoicing | Escalations | Operations | Waivers | Tracking.

Overseeing endtoend logistics operations and dispute resolution for France, South West Europe, East Europe, and Central Europe regions.

Managing invoicing disputes related to freight charges, detention, and demurrage, ensuring accuracy and compliance with internal records.

Collaborating crossfunctionally with Sales, Customer Service, Invoicing, Operations, Waiver Amendment, and Inland Intermodal teams to investigate and resolve disputes efficiently.

Handling dispute resolution through email and inbound/outbound calls, maintaining alignment between system data and operational documentation.

Responding promptly to escalations and ensuring resolution within agreed Turnaround Time (TAT) benchmarks.

Contributing to team development by

onboarding and mentoring new hires on dispute management processes and tools.

Preparing and managing reports for internal tracking and performance

Customer Service Officer

Bluedart Courier Services, Mumbai, India

Oct 2021 - May 2022

Role Responsibilities — Logistics & Customer Service Coordination

Coordinated key customer relationships (Amazon, Flipkart, Tata Click, Thyrocare, etc.) for both Pan-India and international shipments, ensuring seamless delivery execution.

Managed escalations and critical shipment tracking, proactively addressing issues related to damage, pilferage, loss, refunds, and cancellations with cross-functional teams.

Created courier bookings, liaised with the Order Management and Operations teams, and followed up with drivers to ensure timely pickups and adherence to Turnaround Time (TAT) targets. Delivered email and phone support to resolve shipment inquiries, monitor delivery status, and ensure customer satisfaction throughout the delivery lifecycle / Utilized logistics operating systems (C2PC and A2A), Excel, and CRM tools to generate reports, track collections, and maintain accurate shipment records. End-to-end delivery tracking, collaborating with internal stakeholders for results.

Customer Service Representative

Dhl Logistics, Mumbai, India

Jul 2020 - Oct 2021

- **DHL Smartrucking – Logistics & Customer Service Specialist**
- **Managed key accounts** for major clients—including Amazon, Flipkart, SpotOn, and Jubilant—serving as the first point of

contact for complaints, inquiries, and escalation across courier delivery services.

- **Handled inbound and outbound communications**, efficiently resolving issues via phone and email with customers, vendors, and internal teams.
- **Coordinated with crossfunctional stakeholders** to ensure timely delivery of shipments and materials in compliance with Turnaround Time (TAT) targets.
- **Resolved escalations** related to service disruptions, damages, and operational delays, including intransit issues, tracking inconsistencies, and loading/unloading problems.
- **Collaborated with security teams and HUB operations** to address shipment security concerns and ensure seamless operational flow.
- **Utilized logistics systems and tools** to track deliveries, document customer interactions, and generate reports, enhancing transparency and ope

Passenger Service Agent

Bird world wide services India pvt ltd, Mumbai, India

Feb 2018 - Jul 2021

Passenger Service Agent — Mumbai International Airport

Airlines Served: Etihad Airways, Cathay Pacific, Vistara.

Delivered comprehensive passenger service across check-in, arrivals, and boarding gate operations for multiple major airlines.

Managed seamless check-in procedures and document verification; issued boarding passes and facilitated arrival processing.

Oversaw VIP/MAAS (Meet and Assist Service)

clients—providing personalized support and resolving special requests with professionalism and discretion.

Addressed passenger queries and concerns promptly, ensuring exceptional satisfaction and smooth passenger flow.

Collaborated closely with cabin crew, security personnel, and ground operations teams to orchestrate smooth boarding and arrival processes.

Maintained composure and efficiency in a dynamic, fast-paced airport environment, consistently delivering high-quality service under pressure.

Customer Service Agent

Agate services PVT LTD, Mumbai, India

Jun 2014 - Oct 2015

Customer Service Agent — Agate Business Services Pvt Ltd, Mumbai

June 2014 – October 2015 (1 year, 5 months)

Responded to inbound and outbound customer calls and emails, handling new booking requests as well as queries, cancellations, escalations, and refund processing.

Delivered prompt resolution and support by coordinating closely with internal teams and maintaining a customercentric approach.

Ensured a seamless customer experience through effective communication and timely followups.

Education

IATA - Transport ticketing Agency

2014

Canada, India

Grade: 4 / 5

IATA International Air Transport Association
foundation course

Secondary State Board Mumbai - Matric
2008

Mumbai University, India

Percentage: 58.30%

Sate board Matirc

**Bachelor of Business Administration -
Management**

2014

Mumbai University, India

Percentage: 52.30%

Bachelor in Management studies

Profile Summary

logistics co-ordinator / Customer Service /
Custom Associate / Backend / Disputes handling
/ Front Office / ENd to end follow ups / Calling in
bound Out bound Calls / Operations co
ordination.