

SAFA KHADEEJA

Customer Service Executive

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 Dubai, UAE



PROFILE

Detail-oriented logistics professional with over 2 years of experience in pricing, documentation, and export/import operations within the maritime industry. Skilled in coordinating international shipments, managing customer service, and maintaining compliance with operational processes. Proficient in logistics software and tools, with a proven ability to handle complex challenges and deliver exceptional customer service. Passionate about leveraging my expertise to contribute to Shipping and Logistics optimization.

KEY COMPETENCIES

- Export/Import Operations Management
- Shipping Documentation (B/L, EGM, Pre Alerts)
- Vendor and Carrier Coordination
- Freight Negotiation (LCL & FCL)
- Dubai Trade Compliance
- Customer Service Excellence
- Logistics Tools: Jupiter, Climax, OTMS, Fresa
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Time Management and Multitasking

PROFESSIONAL EXPERIENCE

Customer Service Executive

From Aug- 2023 to till date

Lilian Darya Shipping LLC, Dubai

- Act as the primary point of contact for customers, addressing export/import inquiries and ensuring prompt issue resolution.
- Coordinate and oversee shipping processes, ensuring accurate documentation and on-time deliveries.
- Collaborate with internal teams (Sales, Operations, and Finance) and external vendors to provide competitive pricing and freight information.
- Manage bookings with shipping lines, confirming space availability and updating clients on shipment status.
- Prepare and negotiate quotations for LCL and FCL shipments, tailoring solutions to meet client requirements.
- Build and maintain strong relationships with overseas agents, carriers, and forwarding companies for seamless operations.
- Demonstrate expertise in Dubai Trade operational processes to guide customers and ensure regulatory compliance.
- Coordinate with the Accounts team to ensure timely and accurate invoice submissions.

Majestic Maritime PVT LTD -Cochin as an agent for Dolphin Shipping Line

- Managed all ocean export international shipments, ensuring smooth execution from origin to destination.
- Monitored vessel schedules daily to provide accurate updates to customers and plan shipments efficiently.
- Coordinated with feeder services for slot and space availability to meet shipment deadlines.
- Prepared critical export documentation, including Container Release Orders, Bills of Lading, Invoices, EGM, and shipment manifests.
- Corresponded with local and international agents, forwarders, and shippers to ensure timely receipt of required documents.
- Performed express/telex releases as per customer requests, ensuring timely delivery of cargo.
- Communicated effectively with global departments to address operational needs and challenges.
- Delivered exceptional customer service by maintaining clear communication and addressing shipment inquiries.

EDUCATION

B. Voc LOGISTICS MANAGEMENT

Calicut University

2019 - 2022

LANGUAGES

- English - Read, Write and Speak
- Hindi - Read and Write
- Arabic - Read and Write
- Malayalam - Native

OTHER DETAILS

DOB:- 31-July-2001

Passport No. X5702618

Valid till:- 02- 03- 2033

Visa Status- Employment Visa