



EXPERIENCE

Sr. Customer Service & Operations

MRI SHIPPING AND LOGISTICS SP LLC

10/2020 - 07/2024 Abu Dhabi

A logistics company providing shipping and operational services.

- Maintained customer focus at all times, answering inquiries using standard guidelines.
- Partnered with IT to develop custom software solutions enhancing order management and fulfillment.
- Established lasting partnerships with vendors, negotiating favorable terms.
- Took ownership of complaints and proactively followed through to resolution.
- Maintained records of all transactions and interactions with customers.
- Ensured all customer queries were investigated and resolved, escalating when necessary.
- Provided general and support services locally aligning with organizational needs.
- Conducted customer service activities, including upselling and handling accounts.

Customer Service Executive

AL REYAMI SHIPPING AND LOGISTICS LLC

04/2016 - 09/2020 Abu Dhabi

Shipping and logistics service provider.

- Handled client problems, answering inquiries and complaints promptly.
- Enhanced customer satisfaction by resolving issues efficiently.
- Managed a high volume of inbound calls, ensuring professional demeanor.
- Checked for the best rates with overseas agents.
- Sent quotations to clients and coordinated shipments.
- Maintained and built long-term relationships with accounts.
- Negotiated rates with local and overseas agents.
- Ensured sales support followed up on booking and invoice details.

Customer Service Executive

AL RYAN FREIGHT LLC

10/2013 - 12/2015 Abu Dhabi

Logistics company focusing on freight and shipments.

- Acted as liaison between clients and operations ensuring services were delivered smoothly.
- Enhanced customer satisfaction by promptly addressing inquiries.
- Managed a high volume of calls while maintaining professionalism.
- Provided detailed product and service information to customers.
- Responsible for organizing shipments, dispatch, and arrivals.
- Coordinated with transporters and operations team.

EDUCATION

BA English

Annamalai University

03/2017 - 03/2017 India

Diploma Shipping & Logistics

London School of Business Management

03/2012 - 03/2012 Cochin, India

Certificate Course Heritage Ship Building

Govt. of Kerala Calicut

03/2011 - 03/2011 Calicut, India

SUMMARY

I am a goal-driven and results-oriented Sr. Customer Service Officer with over 11 years of experience in managing shipments and coordinating with vendors. I possess strong communication skills and a knack for enhancing customer satisfaction. Seeking a challenging role to develop my skills and contribute to organizational success while driving efficiency in operations.

STRENGTHS

★ Negotiation Skills

Strong negotiation skills important for dealing with vendors and customers.

★ Decision Making

Effectively resolves problems through strong decision-making abilities.

KEY ACHIEVEMENTS

★ Best Team Leader, MRI Shipping

Recognized for exceptional leadership and support during my time at MRI Shipping and Al Reyami Shipping.

★ Best Supporter, Al Reyami Shipping

Received an accolade for providing outstanding support as a Customer Service Executive.

SKILLS

Excel Microsoft Excel mri

Negotiation skills Decision Making

Ability to Multitask Customer satisfaction

Staff training and development

Team development Sales support

LANGUAGES

English

Proficient



Hindi

Advanced



Malayalam

Native



DECLARATION

I hereby declare that the above mentioned statement is correct and true to my knowledge and belief

MOHAMED RASHAD