

Farooq Syed

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**Professional Summary:**

- Senior Logistics Supervisor with over 14 years of experience overseeing end-to-end Logistic and supply chain operations in cold chain, Dangerous goods, and general logistics.
- Perform Harmonized Tariff Schedule (HTS) Code determination and facilitate classification requests with external providers for parts and prototypes.
- Proactively manage and resolve customs-related issues, including responding to inquiries regarding Government Agencies like FDA, NHTSA, and EPA-VNE.
- Serve as a point of contact for suppliers and customs brokers to obtain necessary documentation (e.g., HAWB, MAWB, Data Loggers, DG Declaration Arrival Notices) and ensure timely customs clearance.
- Maintain clear records and supporting documentation for all HTS classifications and import activities, aiding in future audits and ensuring data integrity.
- Respond to basic classification and import inquiries from internal stakeholders and external partners, escalating complex legal or policy questions as needed.
- Actively document processes and provide comprehensive knowledge transfer to the incoming full-time Trade Compliance Manager, ensuring a smooth transition
- + years directly working Saudi Customs and Saudi Food Drug Authority assigning Harmonized Tariff (HTS) Code
- proven ability to independently manage and troubleshoot customs clearance issues for international shipments.
- Comfortable working in a fast-paced, ambiguous startup environment; strong inclination identifying opportunities for improvement.
- Demonstrated urgency and adaptability in resolving time-sensitive import issues (e.g., managing a high volume of urgent requests/emails).
- Strong working knowledge of U.S. Customs regulations, import programs, and Partner Government Agencies (PGAs) requirements.
- Excellent communication skills, both written and verbal, with the ability to effectively interface with engineering, procurement, logistics, and international brand partners.
- Highly organized with strong attention to detail and a commitment to accuracy.
- Knowledge and experience with Export Control Classification Numbers (ECCN).
- Familiarity with global trade management tools (e.g., SAP, Coupa, Integration Point, Basecamp, Witz, HTS Code).
- Develop and implement logistics strategies to improve supply chain processes, reduce costs, and enhance customer satisfaction.
- Analyze logistics data, including shipping times and costs, to identify areas for improvement.
- Evaluate and revise existing logistics policies, procedures, and plans, ensuring alignment with business goals and industry best practices.
- Analyze inbound freight data and work with Procurement & Logistics teams to conduct freight bids, assist in negotiating terms, and select/adopt optimal carriers.
- Identify and resolve issues or delays that may arise during the transportation process by implementing appropriate corrective action plans to achieve desired results on time and within cost parameters.
- Research supply chain issues, identify potential problems, and proactively address disruptions to maintain product flow.
- Collaborate with cross-functional teams, including warehouse managers, carriers, and suppliers, to resolve shipping and receiving issues and coordinate logistics activities.

- Take active role in international shipping logistics, both inbound and outbound, making recommendations based on service and cost expectations.
- Prepare and present reports, dashboards, SOP, SLA, KPI
- Build knowledge and understanding of rail transportation to provide support and direction as we explore and adopt utilization of this mode more frequently.
- Identify opportunities for improved network design and develop and implement processes that make the supply chain more efficient and organized.
- Oversee all aspects of intermodal transportation, acting as a liaison between supply chain teams, warehouses, carriers, customs brokers, and freight forwarders.
- Conduct thorough charge investigations, push back on discrepancies, and lead invoice auditing with a focus on accuracy and cost control.
- Stay ahead of industry trends, port/rail disruptions, and regulatory changes.
- Utilize advanced Excel skills (VLOOKUPS, PivotTables, IF statements) for data analysis and reporting.
- Demonstrate a “go-getter” attitude—willing to jump in wherever needed
- Monitor U.S. customs brokerage compliance activities to ensure accurate entry filings and recordkeeping.
- Generate compliance reports using Cargo Wise CW1 and the ACE Portal; analyze data in Excel/CSV for audits and internal reviews.
- Conduct detailed tariff classification reviews for both internal teams and clients.
- Ensure employee records in the ACE Portal are accurate and compliant with U.S. Customs requirements.
- Provide guidance on import compliance policies and support quarterly entry audits.
- Partner with Brokerage Managers, clients, and internal stakeholders to strengthen compliance processes
- Coordinate air and ocean shipments from beginning to end.
- Consistently update clients with the status of their shipments.
- Working with and interacting with clients, carriers, and warehouses to resolve issues as they occur with shipments.
- Correct and timely billing of clients' shipments for the services provided.
- Demonstrating a basic knowledge and understanding of Food and Drug Administration (FDA) requirements.
- Demonstrating a basic knowledge and understanding of Partner Government Agencies (PGAs).
- Expertise includes managing temperature-controlled supply chains for pharmaceuticals, perishables, and healthcare products; handling and transporting hazardous/dangerous goods with full compliance to DG regulations; and overseeing general freight logistics including imports, exports, customs clearance, and multimodal transport
- Managed temperature-controlled shipments using active and passive packaging, reefer trucks, and container solutions to maintain product integrity.
- Managed temperature-controlled shipments using active and passive packaging, reefer trucks, and container solutions to maintain product integrity.
- Supervise end-to-end cold chain logistics operations for pharmaceuticals, perishables, and healthcare products, ensuring compliance with GDP, FDA, and WHO standards.
- Ensure compliance with GDP, FDA, WHO, and industry cold chain standards.
- Monitor temperature-controlled warehousing, packaging, and transport solutions (reefer trucks, containers, passive & active packaging).

## **Qualifications and Skills:**

- 14+ years of hands-on experience in a logistics and transportation capacity.
- Working knowledge and competence with Microsoft Office Suite – Outlook, Excel, Word, PowerPoint, Teams
- Knowledge of laws, regulations, and ISO requirements
- Knowledge of a Quality Management System (QMS)
- A strong concept of math
- The ability to manage multiple tasks, prioritize effectively, and maintain accurate records.
- Clear and concise communication with various stakeholders, including rail carriers, clients, and internal teams.
- The ability to quickly identify and resolve issues that may arise during the transportation process.
- The ability to adjust to changing circumstances and respond effectively to disruptions in the supply chain.
- Working effectively with others to ensure smooth and efficient logistics operations.
- Strong work ethic with a sense of urgency and a customer service focus
- Strong Excel proficiency (VLOOKUPS, PivotTables, IF statements).
- Experience with ERP systems and MS Office Suite.
- Proven track record in carrier management, charge investigations, and invoice auditing.
- Excellent written and verbal communication skills.
- Strong organizational skills, attention to detail, and a collaborative mindset.
- Analytical, detail-oriented, and resourceful.

## **Professional Experience:**

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| • Salehiya Healthcare – Riyadh Saudi Arabia                    | 2023-Till Date(Remote)         |
| Senior Logistic Supervisor                                     | Jan 2016–March 2023 (Onsite)   |
| • PSC Logistic<br>Logistic Supervisor                          | March 2015–Jan 2016 (Onsite)   |
| • FedEx<br>Logistic Coordinator                                | March 2013-March 2015 (Onsite) |
| • KNS Transport Pvt. Ltd, Hyderabad, India<br>Logistic Manager | Apr 2011 – March 2013 (Onsite) |

## **Education:**

- Master's in Engineering Management, Trine University, USA 2025
- Bachelor in Engineering Computer Science, JNTU, India, 2011.