# **ALBERT TONY**



## KEY SKILLS

- ✓ Team Work
- ✓ Inventory Management
- ✓ Interpersonal ability
- ✓ Time Management
- ✓ Client Relationship Management
- ✓ Risk Assessment
- ✓ Logistics Management Systems
- ✓ Analytic Skills

## **EMPLOYMENT CHRONICLE**

**OPERATION EXECUTIVE** 1st Nov 2022-Jan 2023 Present

# LOGISTICS, DOCUMENTATION, CUSTOMER SERVICE CONSOLE SHIPPING SERVICES QATAR BACK OFFICE STEREBEN TECHNIK

- Implement proactive and regular communication strategies to keep customers informed about their shipment statuses.
- Efficiently compile and organize documents required for the clearance of shipments, encompassing Delivery Orders, Air Delivery Orders, and Exchange Bills of Lading.
- Take charge of the meticulous preparation of export documents, focusing on the House Bill of Lading.
- Lead the initiation of internal job opening procedures within the organization.
- Execute precise and timely invoicing processes.
- Manage effective communication with ports, specifically transmitting messages related to LCL and FCL shifting to Qatar port.
- Establish and maintain strong relationships with customers, ensuring ongoing satisfaction and loyalty.
- Monitor and track shipment progress, providing timely updates to customers.
- Streamline and optimize the clearance process for efficient and timely deliveries.
- Act as a liaison between the organization and port authorities, ensuring smooth communication and coordination.

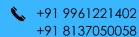
# PERSONAL STRENGTHS

- COMMUNICATION Interpersonal skills verbal, problem solving and listening skills in any administrative role.
- SERVICE Having a client focused approach Skills include Patience, Attentiveness and a positive language.
- **ORGANIZATION** Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time -management.
- MANAGEMENT- Management skills to direct others and review others performance.

### **PROFILE SUMMARY**

Dynamic Operations Executive skilled in Logistics, Documentation, and Customer Service. Proven in optimizing efficiency, ensuring compliance, and delivering exceptional customer experiences. Strong leader committed to continuous improvement in a dynamic setting.

### **CONTACTS**



alberttony143@gmail.com

**呦** Thiruvalla, Kerala, India

## **PROFESSIONAL COURSE**

PG Diploma in Logistics and Supply Chain Management | 2022

-World University Consortium -USA

## **ACADEMIC CREDENTIALS**

## B.SC ZOOLOGY | 2021

- MG University
HIGHER SECONDARY | 2018

Board of Higher
 Secondary Examination,
 Kerala, India

# SSLC |2016

Board of Public
 Examination, Kerala, India

### COMPUTER PROFICIENCY

MS Office Packages ★★★★

Internet & Email ★★★★★

Basic Operations  $\star \star \star \star \star$ 

## PERSONAL DOSSIER

Gender : Male

Date of Birth :09/07/2000 Nationality : Indian

Permanent Address: Shalem Bhavan, Manjadi P.O,

Thiruvalla, Pathanamthitta, Kerala, India

## **PASSPORT DETAILS**

Passport Number : W5343311
Date of Expiry :31/08/2032
Date of Issue :01/09/2022
Place of Issue : Cochin

## **DECLARATION**

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars

**ALBERT TONY** 

## **AREA OF EXPERTISE**

- ✓ Documentation Handling
- ✓ Customer Service
- ✓ Process Improvement
- ✓ Technology Utilization
- ✓ Reporting and Analysis
- ✓ Regulatory Compliance
- ✓ Continuous Learning

# **DRIVING LICENCE DETAILS**

Holder of Valid Indian Driving

License

#### LANGUAGES KNOWN

English 90 %

Hindi 75 %

Malayalam 100 %

#### **INTERESTS**







Songs

Reading

Movies