



FILHAAR AHMAD

CONTACT

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 In Progress
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SKILLS

- Leadership
- Regulatory Compliance
- Supply Chain Experience
- Supervisory Skills
- Team Building
- WMS Implementations
- Freight-Suite
- Logistics planning
- Excel proficiency
- Invoicing
- Vendor Management
- Seller Central Activities
- Regulatory & Compliance
- Process Improvement
- Inventory control

LANGUAGES

English:

Tamil:

Malayalam:

Hindi:

PROFESSIONAL SUMMARY

With 7 years of hands-on experience in Forwarding and Supply Chain management, bring a proven track record in customer support, aerospace shipments, and workflow optimization. Expertise lies in implementing strategic initiatives that enhance operational and logistical systems, leading to significant improvements in efficiency and cost-effectiveness. Renowned for my accurate and efficient reporting, ensure strict compliance with regulatory standards while upholding high-quality standards in all operations and committed to delivering outstanding results and am now seeking a challenging role where my logistics expertise and passion for process improvement can drive organizational success.

WORK HISTORY

- | | |
|---|-------------------|
| LOGISTICS IN-CHARGE | 11/2021 - Current |
| TOTAL FREIGHT LOGISTICS CENTRE DWC LLC - DUBAI, UAE | |
| <ul style="list-style-type: none">• Leading and managing team of logistics personnel, including warehouse workers, drivers, and hiring, training and performance management.• Ensure accuracy and reliability in ERP systems in working with WMS.• Providing guidance, training, and performance evaluations to ensure team efficiency and adherence to policies.• Implementing inventory control measures to minimize discrepancies and losses.• Dealt with aerospace customer on the inbound , storage, and outbound of the shipments on the basis of Normal , AOG services.• Handling the AOG shipment outbound deliveries to the respective forwarders routed by the customer from the warehouse.• Conducting regular inventory audits to maintain accuracy.• Implementing quality control procedures to maintain product integrity and customer satisfaction.• Addressing and resolving quality issues or customer complaints related to logistics and warehouse operations.• Ensuring compliance with health and safety regulations based on ISO standards.• Generating reports on key performance indicators (KPIs) such as delivery times, inventory levels.• Liaising with customers to understand their logistics requirements and preferences.• Led team with minimal of 25+ staffs overall for training to communicate logistics and warehouse objectives clearly and effectively.• Assigning tasks and responsibilities to warehouse coordinators to ensure efficient and smooth operation.• Overseeing maintenance and repair of warehouse equipment, transportation vehicles such as forklifts, pallet jacks, and trucks.• Negotiating contracts and terms with suppliers to optimize procurement costs and improve service levels.• Facilitated procurement on managing certifications like (SABER, SFDA, COO, MOIAT) - Regulatory compliance to customers. | |

PRICING COODRINATOR
CARGOLINE SHIPPING SERVICES LLC - DUBAI, UAE

11/2019 - 10/2021

- Analyzing and managing freight rates from carriers, freight forwarders, and other transportation providers.
- Negotiating rates and contracts with carriers to ensure competitive pricing and service levels.
- Monitoring and updating freight rate databases or systems to reflect current market conditions and agreements.
- Performed accurate and competitive pricing proposals for customers based on shipping requirements and cost analysis.
- Collaborating with sales and customer service teams to provide timely and comprehensive pricing information.
- Establishing pricing strategies and initiatives to optimize revenue and profitability.
- Maximizing revenue opportunities through strategic pricing decisions.

BUSINESS DEVELOPMENT EXECUTIVE

01/2017 - 10/2019

TOTAL FREIGHT INTERNATIONAL LLC - DUBAI, UAE

- Managing pricing agreements with shipping and airlines lines for pricing terms, discounts, and surcharges.
- Negotiating rates and RFQ contracts with carriers to ensure competitive quotes.
- Building and nurturing relationships with key clients, shipping lines and co-loaders for building to convert into business.
- Tracking order statuses and ensuring timely delivery or resolution of issues.
- Coordinating with internal departments such as logistics and finance to fulfill customer requests.
- Following up with customers to ensure satisfactory resolution of issues.
- Specially focused with the AOG queries raised by the clients & respective agents and ensuring the RFQ are submitted on a contractual basis.
- Coordinating with the internal team on AOG shipments collection and delivery to airport/airline on the slots allocated for the shipment handover and execution.
- Educating customers on services based on their requirements to obtain at minimal costs based on INCOTERMS.
- Interacting with customers via phone, email, chat, or in-person to provide information and assistance.
- Handling inquiries, and requests promptly and professionally.
- Resolving customer issues and concerns effectively.
- Providing solutions to customers who is inquiring to setup in MENA region without directly obtaining local license - IOR / EOR support.
- Support sales teams with pricing guidance, proposals, and customer negotiations.
- Facilitated procurement on managing certifications like (SABER, SFDA) – Regulatory compliance for the customers within MENA region.
- Managed over 10+ calls per day based on the database provided - Cold Calls.

SALES CO-ORDINATOR

08/2015 - 07/2016

GLOBAL LOGISTICS SOLUTIONS - CHENNAI, INDIA

- Maintaining CRM of the client list and ensure to visit daily as per sales plan scheduled by the team leader
- Creating reports based on visits completed with the customer and provide update on their volumes for various sectors on LCL movements to the team leader.
- Developed strong client relationships through frequent follow-ups for improved business prospects.
- Contributed major volumes to team by bringing the MNC companies.
- Followed up on sales quotes and potential leads within target timeframes.
- Direct walk-in visits customers on daily basis based on locations.

EDUCATION

Master of Business Administration: LOGISTICS AND SHIPPING, 05/2014 – 04/2016

INDIAN INSTITUTE OF LOGISTICS, CHENNAI

- Graduate with First Class
- Thesis: A Study On Market Expectation From Freight Forwarders

Bachelor of Commerce, 05/2011 – 04/2014

THE NEW COLLEGE, CHENNAI - COMMERCE GENERAL

- Graduate with Second Class
- Member of Diamond Jubilee to Organize City level Cultural and Event management.

High School Diploma: COMMERCE, 03/2010 – 03/2011

THE GULF INDIAN HIGH SCHOOL, DUBAI

- Graduate with 72% IN Grade 12th

- Course of study in Commerce

ACCOMPLISHMENTS

- EMPLOYEE OF THE YEAR -BUSINESS DEVELOPMENT EXECUTIVE - YEAR 2018
- EMPLOYEE OF THE YEAR -LOGISTICS IN-CHARGE- YEAR2022

CERTIFICATIONS

- Certified First Aid trainer

REFERENCES

References available upon request.