



Hend Ben Abdelwahed

Executive Agent

29 years old - Married - Tunisian
Sharjah-United Arab Emirates

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Summary

Imports Documentation Executive with 4 years of experience in the freight forwarding industry. Proven ability to handle all aspects of the import cycle, including customs clearance, document processing, and shipment delivery. Excellent communication and interpersonal skills, and ability to work independently and as part of a team.

Work Experience

Executive Agent, Dachser Tunisia (July 2019 - Present)

- Monitored inbound flow of imported goods and carried out the related procedures for customs clearance
- Reviewed shipping documents, ensuring integrity and following up with customers regarding documents deficiencies
- Issued customs declarations
- Coordinated with customs authorities for shipment clearance
- Sent arrival notice to customers to customs clear their commodities and for delivery
- Verified the proof of deliveries

Booking Agent, Indafri (January 2019 - May 2019)

- Managed phone communications (customers, hotels)
- Ensured reservations (accommodations, flights)
- Treated customer enquiries

Customer Advisor, Canada Express (July 2018 - November 2018)

- Handled customer enquiries
- Process and complete immigration applications

Education

- *Bachelor's degree in Transport and Logistics, High Institute of Transport and Logistics (2022)*
- *High School Degree, Secondary School of Jemmel (2018)*

Languages

English, French and Arabic (Fluent)

Skills

- Customs clearance
- Document processing
- Shipment delivery
- Excellent communication and interpersonal skills
- Ability to work independently and as part of a team

Interest

- Practicing sports
- Traveling