

# MOHAMED IMRAN.A

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## CAREER AND OBJECTIVE

I look forward to a career that provides me with an opportunity to continuously improve my knowledge and personality, by handling responsibility in a challenging atmosphere, and by contributing to a team that takes pride in achieving.

## WORK EXPERIENCES

- ❖ Currently working with **Your Office Partner LLC** as Operation Administrator in Boulevard Plaza, Tower 1 - Level 14 Since Start June 2024 Part Time - Downtown Dubai
- ❖ **Speedaf Express Parcel Delivery Service LLC** Working as Operation Supervisor for Abu Dhabi Branch M-14 Industrial Area Abu Dhabi (2022-2024)
- ❖ **Aramex International LLC** Abu Dhabi M-9 Industrial Area – UAE, Designation Customer Successive Executive & Operation Coordinator (2019- 2022)
- ❖ **Kms Sdn Bhd** Worked as Super Market Cashier in Malaysia Melaka City Bukit Buruang (2017-2018)
- ❖ **Pan Gulf LLC** Um Quwain (2015-2017) Worked as Quantity Surveyor & Site Engineer
- ❖ **Elite Contractor Private Limited** Chennai Site Trainee Engineer (2012-2014)

## ROLES IN CUSTOMER SERVICE

- ❖ Handle customer's complaints to maintain and improve company reputation.
- ❖ Ensure self-punctuality, adherence of policies & procedure discipline Center.
- ❖ Good understanding of shipping process, company policies, Operating system and procedure.
- ❖ Direct contact with client or shipper about policies and procedure for their goods.
- ❖ Answering incoming customer calls regarding billing issues, product problems
- ❖ Service questions and general client's concerns.
- ❖ Supporting call centers and customer care to resolve clients and customer issues.
- ❖ Quickly respond to complaint and queries through providing appropriate resolution and escalate issues.
- ❖ Positive attitude, decisive, good analytical & communication skills.

## ROLES IN LOGISTICS OPERATIONS

- ❖ Coordinate and track movement of goods through logistic pathways.
- ❖ Execute logistics plan to move products and packages to reach destinations on time, especially handling E-commerce clients (Amazon, Zara, Alshaya, Shein, Land Mark, Center Point)
- ❖ Bill of Entry (BOE - Export)
- ❖ Managing loading, Unloading, movements and sorting of supplies to keep delivery on schedule.
- ❖ Supervising the inbound process - receiving the sorting based on the delivery allocation.
- ❖ Managing documents control.
- ❖ Follow up on day-to-day shipment deliveries.
- ❖ Track, manage, and optimize inventory levels. Understanding concepts like Just-In-Time (JIT) inventory, safety stock, and reorder points.
- ❖ Effective communication and negotiation with suppliers, customers, and team members.
- ❖ implementing new systems or optimizing supply chain processes. Experience in project management methodologies and tools.

- ❖ Understanding of the entire supply chain process, including procurement, production, warehousing, distribution, and customer service. Supervising the activities such as checking AMS & CMS incomplete address for calling shipments.
- ❖ Familiar with logistics technologies like Warehouse Management Systems (WMS), Transportation Management Systems (TMS), and Enterprise Resource Planning (ERP) systems
- ❖ Navigating unexpected challenges such as supply chain disruptions, inventory imbalances, or transportation delays. Enhancing problem-solving to manage these issues proactively.
- ❖ Completion of inquiry received from other Aramex branches.

## **ACADEMICS**

- ❖ Diploma Civil Engineering (SINCE 2006 – 2009)
- ❖ Direct Technical Education, Guindy – Chennai (Tamilnadu)
- ❖ Bachelor of Civil Engineering (SINCE 2009 – 2012)
- ❖ Meenakshi University, Chennai – Tamilnadu

## **SKILLS & CERTIFIED COURSES**

- ❖ MS Office & Excel Expert Well Known V Lookup, H Look up, X Look up, Pivot Table, Simple Bill Data Entry, Index + Match + Drop Down, Text Joint
- ❖ PowerPoint
- ❖ Auto cad
- ❖ Diploma in Computer application (C++, Java, Basics coding program)

## **HOBBIES**

- ❖ Cricket, Volley Ball and Listening Music, Mixed martial arts

## **PERSONAL DATA**

Father's Name	:	Ahmad Ansari. M
Date of Birth	:	28-06-1989
Nationality	:	Indian
Religion	:	Muslim
Languages known	:	English, Arabic, Hindi, Urdu, Tamil, Malayalam, Basha Malay
Passport No	:	L5368191 old passport no / New Passport no Y8489941
Visa Status	:	Cancelled Visa Until Valid October 06 2024 Date of leave the country Its was cancel from Date July 06 202

## **DECLARATION:**

I do hereby declare that the information and facts furnished above are true to the best of my knowledge and belief