



Muhasir Harshad Srambikool

OPERATIONS ASSOCIATE

Highly skilled professional with hands-on experience in customer service, specializing in Dubai trade and logistics documentation processes. Over 2.5 years of expertise in trust and safety operations, complemented by strong data management and analysis skills. Adept at leveraging ticketing tools, fostering customer relationships, and collaborating with cross-functional teams to enhance operational efficiency and productivity. And also had experience in accounting and store book keeping

✉ muhasir40@gmail.com

📍 AL FAREEJ BUILDING , AL GHUBAIBA, DUBAI, UNITED ARAB EMIRATES

☎ +971503104165

🌐 linkedin.com/in/muhasir-srambikool-b6a75bb8

WORK EXPERIENCE

Customs Clearance Documentation Intern Workplace/Company

11/2024 - Present

Dubai, United Arab Emirates

Achievements/Tasks

- Requesting delivery order, Dubai Municipality, Gate Pass, Port Pass, Logistics coordination, Dubai Trade, Documentation, MOFAIC Attestation, Import And Export, Handling COO and B/L

SENIOR OPERATIONS ASSOCIATE

WIPRO TECHNOLOGIES PRIVATE LIMITED

01/2023 - 10/2024

BANGALORE, INDIA

Achievements/Tasks

- Resolved process challenges using ticketing systems and tools
- Managed client data, analyzed issues, and delivered effective solutions
- Ensured compliance with policies and regulatory standards
- Performed quality checks to maintain data accuracy
- Led teams to achieve productivity goals and error-free outcomes
- Utilized advanced Excel skills for data management and reporting
- Enhanced workflows using design and productivity tool

OPERATIONS ASSOCIATE

VER SE INNOVATION PRIVATE LIMITED

01/2022 - 12/2022

BANGALORE, INDIA

Achievements/Tasks

- Addressed content violations using ticketing systems
- Analyzed moderation data in Excel to identify improvement areas
- Collaborated on strategies with cross-functional teams
- Documented moderation activities for compliance purposes

EDUCATION

BBA with Aviation Management

Bangalore University

08/2018 - 11/2021

Bangalore, India

PUC – Math's and Science – 80%

KHSS HIGHER SECONDARY SCHOOL

07/2016 - 03/2018

Kerala, India

SKILLS

Data Entry

Customer Service

Documentation

Logistics Coordination

Operations

Problem Solving

Process Improvement

Quality Assurance

Ticketing Management

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Dubai Municipality

Time Management

Storekeeper

Accounting

Dubai Trade

Import and Export

Bill of Entry

Delivery Order

PROJECTS

A Study on Infrastructure Maintenance And Other Operational Areas With Special Reference To Kannur International Airport, Kannur, Kerala, INDIA

A Mini Project Report On Passenger Terminal Building At Kempegowda International Airport, Bangalore, INDIA

CERTIFICATIONS

Logistic Management (Great Learning) (12/2024)

Supply Chain Inventory Warehousing Transportation Documentation
Freight Analytics Compliance Technology Risk Customer

Supply Chain Management (Great Learning) (12/2024)

Procurement Logistics Inventory Warehousing Transportation Planning
Analytics Compliance Negotiation Operations

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Malayalam

Full Professional Proficiency

Tamil

Limited Working Proficiency

Arabic

Elementary Proficiency

INTERESTS

Cooking

Movies

Travel