

# MOHD RAFIQ

## SR.EXECUTIVE - CEVA FREIGHT MANAGEMENT PROCESS

### CONTACT

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Add :- F/O/02 Cheetacamp Trombay  
Mumbai 400088  
DOB :- 19 July 1998  
Nationality :- Indian

### PASSPORT DETAILS

Passport Number: T4648566  
Place of Issue: Mumbai  
Date of Issue: 14/03/2019  
Date of Expiry: 13/03/2029

### SKILLS

Team Player  
Process Management  
Strong Communication  
Ability to work Independently  
Auditing Skills

### EDUCATION

#### Bachelor of Management Studies

SANPADA COLLEGE OF COMMERCE & TECHNOLOGY  
CGPI: 6.18 | 2019

#### H.S.C

BHAVANA TRUST COLLEGE OF COMMERCE &  
B.SC SCIENCE  
49.23% | 2016

#### S.S.C

CRESCENT ENGLISH HIGH SCHOOL  
51.20%. | 2014

### LANGUAGES

English  
Hindi  
Tamil  
Urdu

Motivated to consistently develop my skills and grow professionally, to secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills, where i can effectively contribute to the objective of the organization. At present, i am constantly my abilities in logistics and monitoring of logistical structure.

### WORK EXPERIENCE

CMA CGM GBSI, Navi Mumbai  
SR.EXECUTIVE - CEVA FREIGHT MANAGEMENT PROCESS  
JULY 2020 - PRESENT

- Handled Process Transition for Ocean Import Projects destined for the US.
- Filing of ISF (Importer Security Filing) in CargoWise within 48-72 hrs of ETD.
- Track shipments and update milestones in the system and create track and trace reports for multiple customers.
- Sending reports to the customer with details of shipments created, tracked, and audited regularly for their visibility.
- Highlight proactively issues like delayed/postponed shipments with Customers/Local stations.
- The US. Brokerage - Customer Invoice.
- Invoicing of Detention & Demurrage Billing in OFS.
- Perform follow-up calls with the Local station team for updates.
- Manage customer escalations and coordinate and work along with the Operations team for necessary action.
- Assisting teammates with process-related queries.
- Conducting training to new joiners with basics of shipping cycle and process knowledge.
- Completing the task, prioritizing the quality of work, and acquiring the target set by the team
- Maintain daily productivity report of the Team.
- Crossed-skilled in all the processes handled under the US OI team like:
  - ★ Arrival Notice/Pre-alerts
  - ★ Billing
  - ★ NRA Filing and Auditing
  - ★ Registrations

### CERTIFICATION

- Supply Chain Logistics
- CargoWise Certified Operator  
Valid till March 2025
- SAP Professional Fundamentals