



RESHMA KHAN

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SUMMARY

Proactive Logistics Coordinator with strong management and organizational skills. Thrives in fast-paced environment to meet tight deadlines. Track record of applying cost-effective measures for supply chain operations.

EXPERIENCE.

LOGISTICS CO-ORDINATOR, 04/2021 - 08/2024

IQ Fulfillment General Warehousing LLC – (Dubai) (UAE)

- Coordinating and monitoring supply chain operations.
- Ensuring premises, assets and communications are used effectively.
- Utilizing logistics IT to optimize shipping and transport procedures
- Supervise orders and arrange stocking of raw materials and equipment to ensure they meet needs
- Communicate with suppliers, retailers, customers etc. to achieve profitable deals and mutual satisfaction
- Plan and track the shipment of final products according to customer requirements
- Keep logs and records of warehouse stock, executed orders etc.
- Prepare accurate reports for upper management.
- Kept communications regular with internal and external customers, updating them on matters including timeframes and order status.
- Tracked inventory levels and optimized ordering strategies to meet availability needs whilst maintaining budget goals.

KEY ACCOUNT EXECUTIVE, 05/2017 - 04/2021

First Flight Couriers (Middle East) LLC – (Dubai) (UAE)

- Managed key account matters including solving issues, updating on project milestones, attending meetings and managing other communications.
- Coordinating internal tasks related to accounts to ensure clients receive products and services.
- Organizational and time-management skills
- Excellent communication/presentation skills and ability to build relationships.
- Timely initiate track & trace for the shipment.
- arranging all documentation requirements for the customs clearance of all import and export shipments both Air and land.
- Coordinate with transporters for scheduling of deliveries and monitoring the status of the shipment from loading till delivery completion .
- Constantly update Exit Submissions for all Free Zone Export shipments.
- Co-ordination for duty /taxes with the shipper and inter function and set up deliveries accordingly.
- Weekly submission of undelivered Shipments/MIS.

CCE/COMPLAINT EXECUTIVE, 02/2015 - 01/2017**Destiny Intl Trading LLC – (Dubai)- (UAE)**

- Handle customer complaints in a professional and efficient manner.
- Investigate the root cause of customer complaints and work with relevant departments to resolve them.
- Maintain up-to-date knowledge of company products, services, and policies.
- ensuring customer satisfaction by responding to their inquiries and concerns.

CUSTOMER CARE EXECUTIVE, 04/2014 - 01/2015**Pro Desk Document Clearing Services – (Dubai) – (UAE)**

- PRO services **manage all the documentation required by ministries, like visa application, labor cards, trade licensing approvals, etc.**
- They help you through the whole cycle of procedures and formalities so that you can have a glitch-free business.
- Accurately prepare and process required legal documents like rent contract attestation in government agencies such as Ministry of Economic, Ministry of Finance, Customs, Court, Chamber of Commerce, Traffic Department and Municipality.
- Acquire visas from different Embassies in UAE for staff members for business related travels.
- Knowledgeable enough on the process of getting residency permits etc.

PHONE BANKING OFFICER, 11/2012 - 04/2014**ICICI Bank Pvt Ltd - Hyderabad, (India)**

- Kept detailed records of customer interactions for future reference.
- Handled high-volume telephone calls to address and resolve customer queries.
- Listened to individual complaints with open mind and asked detailed questions to understand issues.
- Responded to live chat rooms to answer and resolve customer queries, elevating customer satisfaction with immediate support.
- Monitored email to promptly collect and respond to complaints.
- Kept organized calendar and set up new appointments for field personnel resolving issues.
- Resolved and found solutions for any and every situation.

CUSTOMER CARE EXECUTIVE, 04/2010 - 11/2012**Hinduja Global Solution - Hyderabad, (India)**

- Took ownership of enquiries, effectively handling any customer issues to ensure suitable resolutions for customers.
- Maintained excellent customer relationships by efficiently solving queries, complaints and issues.
- Ensured customer service stayed excellent, attentive and helpful by proactively going the extra mile to assist customer needs.
- Maintained extensive knowledge of product range to effectively answer employee and customer queries on product specifications.
- Ensured positive customer experience was maintained by monitoring through introduction and customer care calls.

SKILLS.

- Shipment delay management
- CRM,WMS,FCRM & INTEGRA

- Inventory management
- Order processing
- MS-office, MS-Excel
- office automation tools

EDUCATION

Osmania University , Hyderabad, India, 2010

Bachelor of Science: Microbiologist

Area of expertise :

- Client Relationship
- Complaint Handling
- Customer Satisfaction skills
- Career Focused
- Self-Motivated & Goal Oriented

ACCOMPLISHMENTS

- Implemented new, interactive employee scheduling system to monitor, gauge and project staffing needs.
- Recognized by management for optimistic behaviors,.

**ADDITIONAL
INFORMATION**

PRIME FUNCTION:

To ensure regular follow up with Airings, DHL, FedEx, Aramex, Posta plus, Asyad UPS and Porter-Ex to clear all export & import Shipments/stock.

- Shipment with detailed update.
- Timely initiate track & trace for the shipment.
- Email communication to the shipper for the held shipments.

AUTHORITIES :

- Clearing & closure of the shipment as per SOP.
- Clearance of DDP /DDU shipments through regular follow-up with the destination/origin country.

LANGUAGES

English, Hindi, Urdu, Telugu

PERSONAL VITEA.

- Nationality : Indian
- Marital Status : Single
- Religion : Islam