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**Rony George**

PERSONAL SUMMARY

A professional with 22 years of experience in Logistics, Demand Forecasting, Export & Import Documentation, Order Management, Customer Service and General Administration. Demonstrated Skills in liaising with local and multinational suppliers, customers and Government Authorities. Expertise in the areas of price negotiation, setting & achieving targets and driving growth. Ability in handling multitasking

AREAS OF EXPERTISE

Logistic operations, Customer handling, Logistics outsourcing (3 PL), Export Import Documentation, Organising shipments, Transportation management, Tracking stock, Warehouse management, Budget setting & forecasting, Handling claims, Legal Compliance Issues, Handling - C&F agents, Inspection agencies, Port & Customs audit, Shipping line & Freight forwarders

CAREER HISTORY

***St. Mary’s Textiles & Colors Ltd., Kerala, India -*** Sept’ 16 to present

***Administration Manager***

Coordinating with company secretary on annul accounts filing, annual KYC updates, notice and minutes preparation of board meeting, AGM

Coordinating with chartered account on accounts preparation and GST filing

Bank transactions

General management related to a warehouse given on lease

***Namboothiris Supermarket, Kerala, India -*** May,18 –Oct,20

MANAGING PARTNER   
  
 Store management and customer handling

***Heinz Africa & Middle East FZE, Dubai, UAE -*** Sept’ 13- April’ 15

LOGISTICS & CUSTOMER SERVICE MANAGER

Responsible for all aspects of Logistics and Customer Service operation for the Company engaged in cross trade. In charge to ensure each stages of operation process is progressing on time and within the budget limit.

***Duties***

***A) Logistics :-***

* Imports
* Handling C&F agents for clearance of shipments in UAE (consigned to Heinz, Dubai) and also was responsible for clearance of containers of Heinz, Pakistan by coordinating with Heinz Pakistan office and clearing agent in Pakistan
* Meeting with Govt. officials (Dubai municipality) for any pending approval for clearance of imports into UAE and finding solution for uplifting the rejection
* Exports
* Identifying international buyers and getting order confirmed for exports
* Documentation
* Supervising the team to ensure all shipment documents are raised and dispatched on time for the cross trade shipments.

Warehousing

* Handling 3PL providers (RHS logistics) in Dubai for clearance and storage of containers consigned for Heinz, Dubai
* Handling C&F agents, freight forwarders
* Actively managing company’s global forwarder (CEVA) to ensure that they perform in line with their contractual agreements.
* Close watch on the freight invoiced against the agreed rate by global forwarder and claiming the difference if any
* Approving payments to agents after analysing with the agreed terms
* Budgeting
* Managing preparation of logistics budget and being accountable for the variance

***B) Customer Service :-***

* Handling multiple customers simultaneously.
* Conducting grievance investigations and taking appropriate action on the issues raised by customers.
* Responding to all customer complaints or queries in an efficient manner.
* Visiting key clients to build relationships and identify their key needs.
* Conducting loss investigations into missing stock and loads and approving the appropriate claims

***Highlights:***

* Streamlined and set up the processes for any claims raised by customers.
* Managed to bring the logistics cost within the budget and generated savings.
* Consistent association with CEVA, clearing agent resulted in reduction

of logistics cost

***FMC FZCO Ltd, FMC IMPEX Ltd & Far East Mercantile Ltd., Ghana***

**SENIOR MANAGER – IMPORTS & EXPORTS, Jul’ 09 – Aug’ 13**

Handled import and export activities of 3 units:-

FMC FZCO ltd (*Free zone unit doing imports of P&G products*

*and exports to West Africa*)

FMC IMPEX ltd (*unit doing imports of P&G products and distribution in Ghana*)

Far East Mercantile ltd *(unit engaged in imports from various MNC’s and other manufacturers and distribution in Ghana*).

***Duties***

* Imports
* Handled 3 different import process – imports to free zone, bonded and private owned (duty paid) warehouse.
* Follow up with shipper for receiving documents before arrival of vessel.

Closely examine the import documents received from shipper and forward to C&F agents for clearance.

* Meeting port and customs official in case of any query raised or for pending approvals.
* Import duty calculation and payment.
* Handled audit from customs, free zone board for the imports.
* Exports
* Handled exports from free zone, bonded and duty paid warehouse.
* Fully accountable for the export sales from free zone unit.
* Did price working for the free zone unit and fixed the price on consultation with management.
* Duty drawback calculation and submission of documents for getting the refund.
* Coordinated with inspection agencies – BIVAC, SGS for certification
* Documentation
* Preparing export documentation for all 3 units.
* Processing claims due to receipt of damaged goods, short receipt and difference in unit price/freight from agreed terms and issuing debit note to shipper
* Investigating the claims raised by customers. Approving the appropriate and issuing credit note.
* Demand Planning and Order Working
* Setting the sales forecast for the free zone unit and preparing the sale forecast working based on the sales target fixed by respective sales head.
* Order working and placing orders with P&G.
* Warehousing
* Did quarterly stock take for the free zone unit and held responsible for any difference.
* Handling C&F agents and Freight Forwarders
* Handled 3 multiple C&F agents simultaneously for clearance.
* Coordinated with shipping line for freight negotiation
* Approving payments to agents after analysing with the agreed terms
* Customer Service
* Interacted with international customers for export orders
* Handling multiple customers and giving priority for prompt response

***Highlights***

* Streamlined and set up the process for documentation follow ups for Imports.
* Made the layout of price calculation template for products under FMCFZCO ltd.
* Working out claim for any difference in price/freight from agreed

***Kumanti Ventures & Novena Ventures JLT, Dubai, UAE***   
**ADMINISTRATIVE OFFICER** March, 07 – June, 09

***Duties***

* Documentation – processing documentation for the shipments to Fareast Mercantile Ltd, Nigeria and Far East Mercantile Ltd. Ghana.
* Communicating with manufacturers for the shipments status and documents follow ups.
* Coordinating with shipping line for freight negotiation.
* Being the PRO, involved visa processing with free zone board and immigration for getting the visa for employees / visitors.

***All About Staffing (India) Pvt. Ltd., Kerala, India* Feb’ 04 – Feb’ 07 BRANCH MANAGER**

(An American based company recruiting medical professional to US Hospitals and has its head office in Florida, USA)

***Duties:***

* Office and staff management
* Organizing and conducted seminars
* Supervised the accounts and reported the same to head office at Delhi
* Reported the office activities to head office and corporate office at USA
* Interviewed candidates and selected the appropriate ones
* Coordinated and interacted with Immigration Officers for the company license renewal and other approvals

***Modicare Ltd., Cochin, Kerala, India*** July’ 03 – Feb’ 04 **BRANCH MANAGER**

(One of the India’s leading direct selling MLM companies)

***Duties:***

* Office and staff management
* Handled customer care
* Settled the daily collection and deposited the same at bank
* Placed purchases indent to the Regional Office at Bangalore

Organized meetings for the customers

***Dhofar Shipping Services Co., Oman*** Sep’ 01 – Jun’ 03

**MARKETING MANAGER**

(Dhofar shipping service is a shipping agency based in Salalah)

***Duties:***

* Port & Customs Documentation
* Documentations for the movement of vessel/cargo.
* Other Services
* Ship chandelling, Stevedoring work
* Arranging for ship repairs and bunkering
* Locating cargoes/vessels mainly from/to Gulf region and Africa.
* Clearing containers for the customers.
* Coordinating with shipping line (MAERSK) , following up for the B/L and vessel arrival details

***Plant Lipids Pvt. Ltd., Kerala, India*** Sep’ 98 – Sep’ 01

**ASST. MANAGER - EXPORTS**

(Plant Lipids is one of the India's largest manufacturer & exporters of spice extracts, essential oils and oleoresins)

***Duties:***

* Sales and marketing for international trade
* Quoting price for exports sales
* Communication with customers on queries and documentation update
* Calculating the cost of the product.

ACADEMIC QUALIFICATION

* Master of Foreign Trade from Bharathiyar University, Coimbatore in 1998
* Bachelor of Commerce from Mahatma Gandhi University, Kottayam in 1996
* Master of Business Administration (Marketing) from Bharathiyar University, Coimbatore in 2001 (course completed)

IT SKILLS

MS office  
Data processing familiar with   
 Oracle, SAP, Tally

TRAINING ATTENDED

Export &Import Operations (P&G, Nigeria)

PERSONAL DETAILS

Dt. of birth – 8th June, ‘74

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